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Fiscal Year 2025 Year in Review



State of Illinois
Chief Procurement Office
for General Services

Chief Procurement Officer for General Services

Ellen H. Daley

Annual Report of Procurement
2025

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The Procurement Code requires the CPO to provide several reports to the General Assembly and Governor. Those reports, and much more, are included in this Year in Review.

Looking for more data? Visit our website to see contract data for small businesses, sole sources, exemptions, and cooperative purchasing.

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Welcome to our Year in Review for Fiscal Year 2025 (FY25).

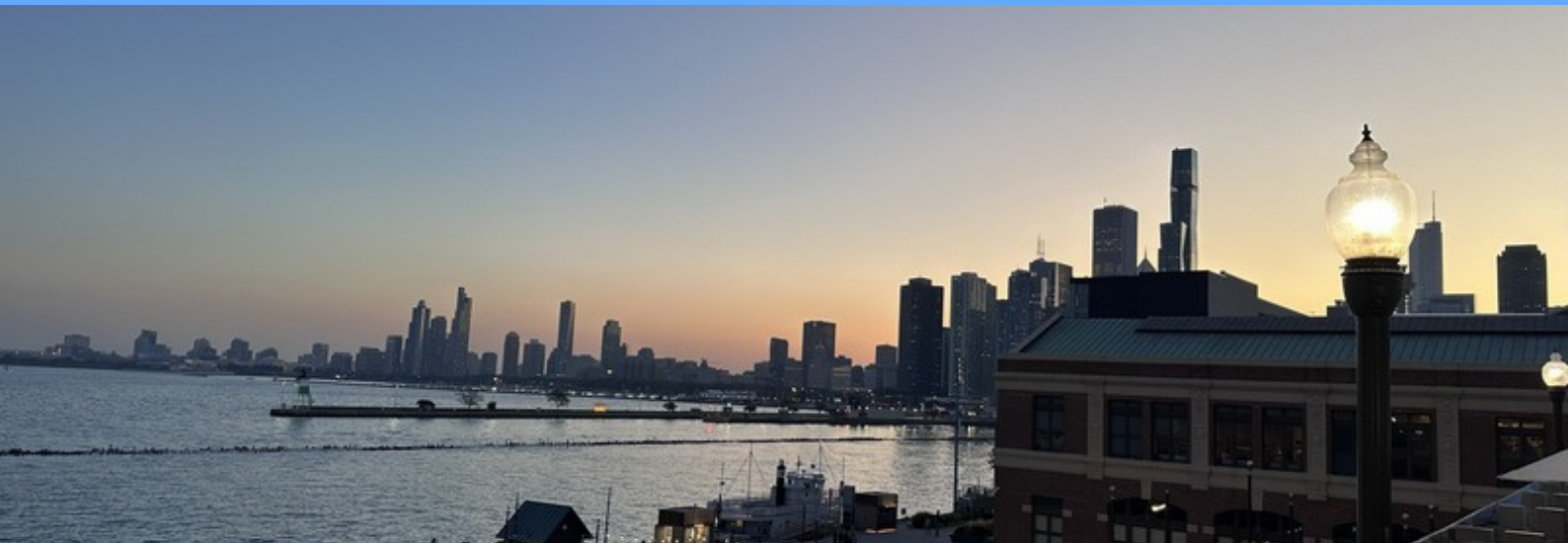
In recent years, the keynote speakers at my annual CPO-GS Forum have been legislative leaders who served during the time then-Governor Rod Blagojevich was indicted. They recounted the “pay-to-play” allegations and the media frenzy that descended on Springfield during those dark days. Their remarks told our origin story of the corruption that can occur when a powerful elected official puts their own interests ahead of the citizens. As straightforward as the Hippocratic Oath’s pledge to “first, do no harm”, my staff and I were reminded that our fundamental duty is to safeguard the taxpayer’s trust.

At the same time, we understand that every enforcement decision we make influences an agency’s ability to obtain effective and timely contracts. Since 2015, we have made procurement easier to understand and more inclusive for all vendors, implemented policies and technology to accelerate procurements, partnered with national cooperatives to increase contract availability, and launched a training academy to standardize learning for procurement professionals. Last year’s report reflected on these achievements and illustrated how far we’ve progressed, from paper solicitations and three-ring binders to fully digital procurement systems. The global pandemic affirmed the necessity of this transformation and reminded us of the importance of balancing innovation with thoughtful integration.

This year’s report features the steady progress being made towards operational excellence across all initiatives. In FY25, State Purchasing Officers (SPO) worked with agencies on 42,199 purchase orders, which was consistent with last year’s 42,095. Three vendor protests were upheld across competitive solicitations, representing less than a fraction of one percent. While zero upheld protests is always the goal, these numbers reflect the integrity of the process. I commend my Protest Review Office for the thoroughness and promptness in which they research these matters and make recommendations, which ultimately supports a stronger and fairer procurement system.

From the CPO

Executive Summary: Operational Excellence



Public Act 103-865, effective August 9, 2024, added Section 50-57 to the Procurement Code. The new section authorizes a “cure” process for certain statutory or procedural deficiencies during active procurements. Previously, such issues often required restarting the procurement or voiding or ratifying the resulting contract. In April 2025, I authorized the first cure request under this new authority for the Department of Natural Resources (DNR). DNR requested to cure an otherwise winning bidder’s failure to register with the Board of Elections. None of the other bidders were responsive and the contract for a farm lease concession was time sensitive. Re-starting the procurement would jeopardize the farm operation and cost both DNR and the vendor revenue. When used judiciously, this ability to cure preserves procurement integrity while saving time and money for both agencies and vendors.

We also collaborated with the Department of Innovation and Technology (DoIT) to streamline brand-name justification processes under 20 ILCS 1370, reducing administrative burdens and supporting timely technology procurements.

Recognizing the importance of outreach, we hosted our first Reverse Vendor Fair in Springfield in October 2024. Twenty-four agencies met face-to-face with 275 registered vendors, sharing procurement needs and learning about vendor capabilities. Alongside this

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Executive Summary: Operational Excellence

event, the Small Business Set-Aside Program (SBSP) participated in 15 outreach sessions statewide, engaging more than 1,600 participants. Of the 2,189 small businesses registered in the program, 728 (one in three) received contract awards totaling \$196.9 million. These efforts, combined with enhanced outreach, contributed to a 21.8% increase in vendor registrations in the Illinois Procurement Gateway.

Meanwhile, the Illinois Procurement Training Academy (IPTA) expanded its curriculum, with some courses earning participants Universal Public Procurement Certification Council credit for professional development. The IPTA trained 10.2% more procurement professionals through its weekly Training Tuesday sessions than last year, demonstrating our commitment to continuous improvement and workforce excellence.

Our stakeholders are at the center of everything we do. We value their ideas, learn from their experiences, and partner with them to strengthen Illinois procurement.

Finally, to the CPO-GS staff: thank you for your dedication, professionalism, and collaboration. Your work makes a tangible difference every day in building a procurement system Illinois can trust and be proud of.

About the CPO

Since July 2015, Ellen H. Daley has served as the Chief Procurement Officer for General Services (CPO) for the State of Illinois, a Senate-confirmed position carrying a fiduciary duty to the State. In this role, Ms. Daley oversees procurements for more than 60 state agencies, boards and commissions. She ensures that each is lawful, transparent, accountable, and in Illinois' best interest. Ms. Daley holds both the Certified Public Procurement Official and Certified Public Procurement Buyer certifications and is licensed to practice law in Illinois.

Ms. Daley has been engaged in public procurement since 1999. Before becoming the CPO, she transitioned from private practice to the public sector. First, she served as the Senior Assistant General Counsel for Chicago Public Schools and later became the Director of Procurement Compliance for Chicago Public Schools where she created its first Vendor Management Office. She subsequently served as lead procurement attorney and advisor for state agencies under the jurisdiction of the Illinois Governor.

Nationally active, Ms. Daley represents Illinois in the National Association of State Procurement Officials and frequently speaks at national forums on Illinois' unique procurement model and on ways to advance the public procurement profession.

Ms. Daley attended Northwestern University and is a proud supporter of the Northwestern Wildcats, as well as a dependable attendee at any Chicago Cubs game.

From the CPO

Safeguarding the Interests of Vendors



When a new, small, and minority-owned vendor files a protest alleging that a procuring agency improperly evaluated its proposal, this is more than a procedural appeal to the Chief Procurement Officer for General Services (CPO). It is an act of trust. The vendor is placing their time, resources, and reputation in the hands of the State. Implicitly, they expect the CPO to ensure fairness and integrity throughout the entire procurement process and they file a protest because they believe a mistake has been made.

The trust and reliance that vendors place in the CPO to protect procurement from corruption and bias was the Illinois General Assembly's intention when they made the CPO independent from the agencies that she regulates.

This independence empowers the CPO to oversee and regulate procurement without political, agency, or vendor influence, and operate under laws and standards that ensure fairness, transparency, and accountability. When vendors believe the system is fair and the rules are applied evenly, participation and competition increase which drives down costs and improves quality.

Gone are the days in Illinois when business owners increased their odds of obtaining a state contract because of their connections to agency officials or contributions to politicians.

From the CPO

Safeguarding the Interests of Vendors

Any public procurement system that lacks vendor due process will sow doubt, stifle competition, and increase the risk of protests or litigation. Ensuring due process is a critical risk mitigation strategy for the CPO, preventing costly delays, litigation, and reputational damage to the State's procurement system.

But what is meant by due process in procurement? Why does it matter both legally and practically, and how does the CPO embed it in policy and practice?

What Does “Due Process” in Procurement Entail?

In procurement, “due process” refers to the procedural fairness afforded to vendors. It is grounded in constitutional principles and Illinois and federal statutes. Procurement professionals must understand and enforce due process consistently and vigorously.

Key components include:

- **Notice:** Vendors must be clearly informed about a contract opportunity, the criteria, the deadlines, and the rules under which their proposals will be evaluated. The CPO uses her e-procurement system BidBuy to advertise solicitation opportunities and contract awards across all procurement methods (small purchases, invitations for bid, requests for proposal, sole sources, and emergencies).
- **Opportunity to be heard:** When vendors believe a procurement decision is unjust or arbitrary (e.g., unfair specifications, disqualification without basis, irregular evaluation, only one vendor can do the work), they must have a mechanism to challenge it.

From the CPO

Safeguarding the Interests of Vendors

- **The Protest Review Office (PRO):** The CPO's Protest Review Office provides an administrative forum where vendors may submit procurement-related protests. Clear instructions on how to file a protest are provided in each competitive solicitation. The PRO conducts an independent and thorough investigation before issuing a recommendation to the CPO. Unless there is compelling urgency, timely protest filings will stay the award of the contract or the award itself if the award of the contract has already occurred. The CPO's decision on protests is final.
- **Sole Source Hearing:** The Illinois Procurement Code allows contracts to be awarded without using a competitive procurement method when there is only one known source that can fulfill the State's requirements. Because these awards bypass competition and cannot be protested, the CPO mandates that agencies follow strict procedures ensuring the appropriateness and necessity of the sole source procurement method.

These procedures ensure the openness and legitimacy of sole source contract awards and sometimes lead alternatively to a competitive procurement or a reduction of the request to only the items that justify being sole sourced. The CPO discourages sole source contracts lasting longer than one year. This policy forces State agencies to review their own needs and the marketplace frequently. The premise is that the marketplace is dynamic, and ever-changing technologies and vendors present an opportunity for the State to conduct a competitive procurement.

When the intent to award a sole source contract is published on BidBuy, a public hearing may be held where anyone may listen to, question, and challenge the reasons justifying the sole source. This public hearing ensures that taxpayers and vendors have the right to be heard. The hearing officer provides minutes of the hearing and a written recommendation to the CPO to proceed or not proceed to award. The CPO's decision is published on BidBuy.

From the CPO

Safeguarding the Interests of Vendors

- **Consistency and equal treatment:** All bidders must be evaluated under the same rules, without bias or special treatment.
- **Transparency:** Transparency takes two essential forms. First, it means showing which vendors contract with agencies and what supplies and services they provide. Second, it requires that solicitation requirements, evaluation criteria, scoring, award rationale, and contract terms are easily accessible and clearly understandable.
- **Reasoned decisions:** Where choices are made among bidders, agencies and SPOs must justify their decisions clearly and logically. This allows vendors to understand, and if necessary, challenge the reasoning.

How Does the CPO's Office (CPO-GS) Ensure Due Process?

- **Notice & Solicitation Questions:** Agencies are required to publish solicitation opportunities and contract awards via BidBuy. In fiscal year 2025, over 40,000 purchase orders were published on BidBuy.

Solicitation documents invite questions and vendors may direct them to the agency contact or during pre-submission conferences. Agencies must publish answers of significance and may issue addenda when warranted. If amendments materially affect the scope of the solicitation, bid deadlines may be extended to afford vendors sufficient time to prepare them.

- **Evaluation Oversight & Responsiveness:** SPOs review solicitation evaluations ensuring that contract awards go to the vendors that best meet the stated criteria. When an agency identifies a vendor as non-responsive, the SPO reviews the agency's justification and makes the final determination to disqualify the vendor. Agencies must notify rejected vendors of the basis for disqualification.

From the CPO

Safeguarding the Interests of Vendors

- **Real-Time Review & Standardization:** State Purchasing Officers (SPO) provide real-time review and approval of agency procurements, preventing or mitigating mistakes that can lead to higher costs and untimely delays. They evaluate whether specifications are overly restrictive, ambiguous, or lacking sufficient detail for vendors to understand what is required. They ensure that solicitations fully disclose evaluation criteria, deadlines, and required forms. By using standardized forms and processes, agencies and vendors anticipate and benefit from consistent procurement practices.

SPOs have a fiduciary duty to the State and must meet high ethical and professional standards.

- **Training, Outreach & Accessibility:** Access to contracts can't be reserved for experienced firms with significant resources. For solicitations to truly be accessible and competitive, new, small, and disadvantaged businesses must have opportunities to learn about State procurement. The CPO supports vendor education through the Illinois Procurement Training Academy, which offers in-person workshops, webinars, and recorded videos.

The CPO-GS also conducts regular and frequent outreach at industry events so that vendors understand how to engage successfully in State procurement.

- **Documentation & Public Inspection:** Procurement files are maintained for every contract and contain vendors' offers, evaluators' notes, communications, and other documentation creating a record of decisions. Within seven calendar days of contract award, procurement files are open to public inspection allowing transparent scrutiny of the decision trail.

From the CPO

Safeguarding the Interests of Vendors

Why Due Process Matters

While including procedural safeguards may slightly lengthen procurement cycles, the long-term gains are substantial:

- **Reduced Protest Risk:** Clear rules and documented decision-making reduce grounds for valid challenges.
- **Increased Vendor Confidence:** Vendors participating in good faith expect equitable treatment, not hidden obstacles.
- **Stronger Competition:** More bidders lead to better pricing, higher quality, and more innovative solutions.
- **Legal & Administrative Legitimacy:** Decisions are more defensible when made with transparency, consistency, and documented reasoning.
- **Public Trust:** When citizens understand that state contracts aren't determined by favoritism or influence, but by fair and transparent processes, confidence in government increases.

Before independent chief procurement officers, procurement was ripe for neglecting vendor due process and the public's trust in government was diminished.

For the CPO, providing due process to vendors is not optional - it's fundamental. It underpins the legal legitimacy of procurement, sustains vendor trust and confidence, encourages broad competition, and produces better value.

By embedding due process into policy, oversight, training, and practice, the CPO ensures that the procurement system not only complies with legal requirements, but truly works for agencies, vendors, and taxpayers alike.

Regulatory Metrics

Preventing Unlawful Behavior



Regulatory metrics measure the CPO-GS' effectiveness in preventing or stopping unlawful behavior.

Each year, State agencies conduct thousands of procurements to obtain the items they require to fulfill their missions. These procurements award billions of dollars to vendors. The CPO and SPOs promote the public's trust by ensuring that all these procurements are conducted lawfully and ethically.

The regulatory outcomes being measured result solely from CPO-GS staff developing, implementing, and enforcing regulatory policies and processes. While all CPO-GS staff have duties directly or indirectly related to these regulatory metrics, and while procuring agencies and vendors help police improper behavior in procurements, SPOs and the CPO have a statutory responsibility to regulate this behavior.

The five regulatory activities being reported result from daily reviews of vendor disclosures to deeper examinations of concerns within a procurement. While behavior that violates the Procurement Code or other laws is infrequent, it has been committed by all stakeholders. A low number or zero for any regulatory metric is good, and an indication that the CPO's measures to prevent improper behavior is working.

Regulatory Metrics

Preventing Unlawful Behavior

1. Number of prohibited campaign contributions

Section 50-37 of the Procurement Code prohibits any business entity whose aggregate pending bids, offers, or annual contracts with State agencies total more than \$50,000 from making contributions to certain statewide officeholders, including the Governor, and candidates for these offices. Essentially, vendors must choose between acquiring and having State contracts, and making certain campaign contributions. In thousands of procurements each year, State Purchasing Officers(SPO) check for political contributions that violate the law.

2.Number of contracts voided

Section 50-60 of the Procurement Code describes when the CPO may or shall declare a contract void or ratify and affirm the contract.

3.Number of referrals to the Office of the Executive Inspector General or other Inspector Generals

4.Number of referrals to the Attorney General

Section 10-10 of the Procurement Code requires an SPO to report to the OEIG problems of procurement misconduct, waste, or inefficiency by a State agency if the agency does not correct the issue. Additionally, Section50-40 requires the SPO and CPO to notify the OEIG and Attorney General when collusion or other anticompetitive practice is suspected.

5.Number of actual conflicts of interest identified

Section 50-35 of the Procurement Code requires bidders, offerors, potential contractors and contractors to submit disclosures of financial interests in certain procurement activities.

Regulatory Metrics

Preventing Unlawful Behavior



When a potential conflict is identified or reasonably suspected, an SPO or the CPO must send the affected contract to the Procurement Policy Board and Commission on Equity and Inclusion for further consideration and action. Vendors that have actual conflicts of interest cannot have or acquire a State contract.

6. Number of vendors suspended

7. Number of vendors debarred

Section 50-65 of the Procurement Code gives the CPO authority to suspend any contractor or subcontractor for a violation of the Procurement Code or for failure to conform to the specifications or terms of delivery. Section 1.5560 of the CPO's administrative rules permit debarment(permanent suspension) of a vendor from doing business with the State if the vendor is involved in bribery of a State employee.

Upon the discovery of unlawful, unethical, wasteful, or inefficient activity, the CPO may hold a subject matter hearing, cancel a solicitation or award, suspend or debar a vendor, refer the potential offender to the Office of the Executive Inspector General or Attorney General, or ratify or void the affected contract.

Regulatory Metrics

Preventing Unlawful Behavior

Regulatory Metrics: Preventing Unlawful Behavior	FY25
1. Number of prohibited campaign contributions =	0
2. Number of contracts voided =	1
3. Number of referrals to the Office of the Executive Inspector General or other Inspector Generals =	1
4. Number of referrals to the Attorney General =	0
5. Number of actual conflicts of interest identified =	1
Number of potential conflicts identified =	7
6. Number of vendors suspended =	0
7. Number of vendors debarred =	0

Access Metrics

Increasing Vendor Participation



Access metrics measure the CPO-GS' effectiveness in increasing vendor participation by ensuring fairness, encouraging competition, limiting disqualifications, and making procurement more understandable.

Access metrics are segmented into three services: the Small Business Set-Aside Program, training and outreach for small businesses, and the Illinois Procurement Gateway.

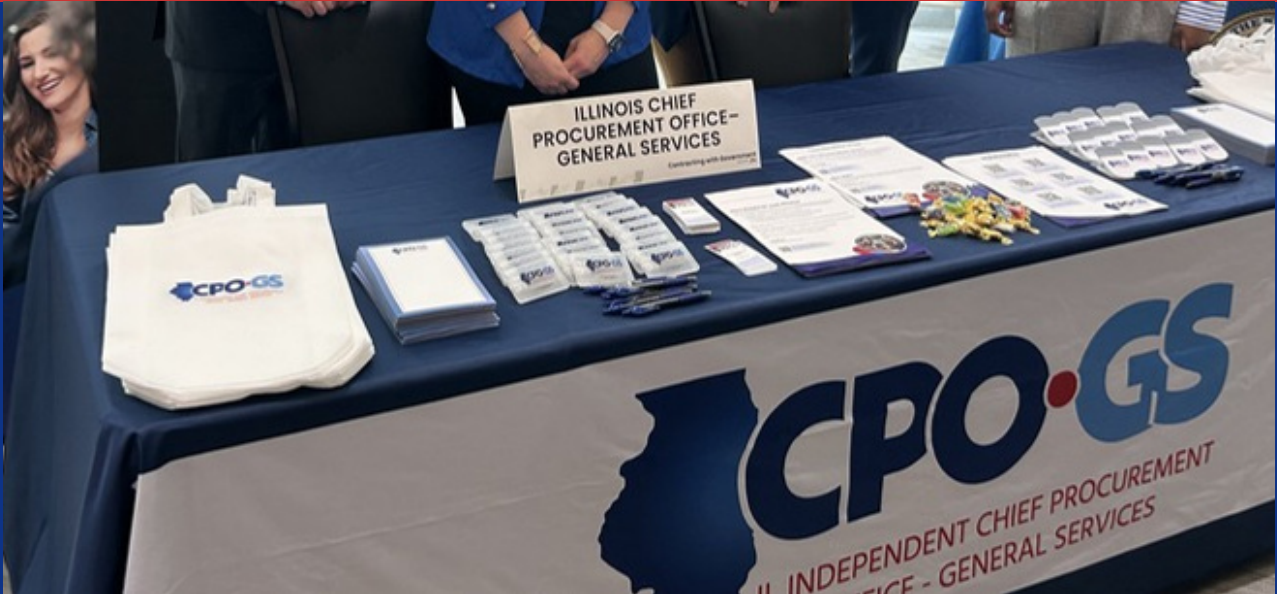
Access Metrics: Small Business Set-Aside Program | Outreach and Training

One of the most important ways that state government directly supports small business is through purchasing their supplies and services. Section 45-90 of the Procurement Code creates the goal that the State award not less than 10% of the value of all contracts to small businesses in Illinois. Section 45-45 authorizes the CPO to designate contracts as small business set-asides and limit competition for them to small businesses in Illinois. The Small Business Set-Aside Program (SBSP) is the primary tool that the CPO uses to drive small business contracting.

There is a distinction between a contract with a small business that was purposely set aside at the start of the procurement and one that was not. A contract that was intentionally set aside limits competition from the outset to only Illinois small businesses. A contract with a

Access Metrics

Increasing Vendor Participation



small business that was not set aside means they won the contract in open competition against potentially large businesses and non-Illinois companies.

The SBSP and other CPO-GS staff conduct outreach events throughout the year, often in conjunction with other State agencies including the Commission on Equity and Inclusion, Central Management Services, and the Toll Highway Authority. Learning about the benefits of the SBSP and how to participate is as easy as viewing the SBSP webpage or making a phone call to the IPG Help Desk.

Access Metrics: Small Business Outreach and Training	FY25	FY24	FY23
1. Number of Training Sessions =	15	14	28
2. Number of Participants =	1,616	1,300	602
3. Number of Contact Hours =	46.45	18	36

Access Metrics

Increasing Vendor Participation

Access Metrics: Small Business Set-Aside Program	FY25	FY24	FY23
1. Vendors registered in the Small Business Set-Aside Program (SBSP) =	2,189	2,402	2,404
2. Unique SBSP vendors awarded POs =	728	898	624
3. Value of awards received by SBSP vendors =	\$196,949,404	\$802,377,235	\$412,444,659
4. Awards resulting from SBSP set-aside procurements =	7,345	5,658	49
5. Value of awards resulting from SBSP set-aside procurements =	\$101,949,439	\$159,656,265	\$102,930,295
6. Unique vendors awarded that are dually enrolled in SBSP and Business Enterprise Program (BEP) =	102	28	128
7. Awards to vendors dually enrolled in SBSP and BEP =	2,153	366	N/A
8. Value of awards to vendors dually enrolled in SBSP and BEP =	\$75,393,597.53	\$178,131,828.85	\$147,180,375

Access Metrics

Increasing Vendor Participation

Access Metrics: Illinois Procurement Gateway

The Illinois Procurement Gateway (IPG) makes procurement more approachable and easier to understand. The website has two important functions: (1) permits vendors to submit financial disclosures and certifications in advance of bidding, and (2) provides registration into the Small Business Set-Aside Program.

The Procurement Systems Group operates the IPG and assists vendors with their IPG applications. Procurement requirements are complex and this personal assistance is often necessary to achieve IPG registration. Vendors registered in the IPG reduce their risk of disqualification when bidding on contracts and reduce their paperwork.

The IPG integrates with BidBuy creating additional efficiencies for vendors registering in both systems. The CPO for Higher Education, CPO for the Capital Development Board, and the agencies they regulate also use the IPG. The IPG's searchable database of registered vendors is publicly available.

Access Metrics: Illinois Procurement Gateway	FY25	FY24	FY23
1. Applications Received	13,093	7,499	9,587
2. Applications Returned	7,865	5,414	4,043
3. Applications Accepted	5,189	4,259	4,945
4. Vendor Phone Consultations	3,009	1,950	427
5. Vendor Support Tickets	4,700	2,810	1,680

Transparency Metrics

Putting Sunshine on Procurement



Taxpayers and vendors develop greater trust in the procurement process when they have more visibility and easier access to it. The metrics measuring small purchases and exempt contracts are called “transparency” metrics.

One of the actions that defines the CPO-GS’ culture is “showing people what we’re doing.” Among other things, this means publishing and reporting on two categories of purchases: (1) small purchases, which are procurements below \$100,000 and not required by law to be published to a website, and (2) items exempted from the Procurement Code and procured without the oversight of the CPO or an SPO.

Transparency Metrics: Small Purchases

While the Procurement Code requires publishing information related to most procurement methods, like invitations for bid, requests for proposal, emergencies, and sole source procurements, it does not require publication of small purchases. The small purchase procurement method (procurements less than \$100,000) constitutes the majority of agency purchases.

To promote taxpayer trust, the CPO goes beyond the Procurement Code’s requirements and requires the publication on BidBuy of procurements valued at \$2,000 and greater. This transparency policy allows taxpayers and vendors to monitor small purchases for conflicts of

Transparency Metrics

Putting Sunshine on Procurement

interest, unethical behavior, and new procurement opportunities.

By not imposing similar demands for length of notice, a protest period, or financial disclosure of ownership as an Invitation for Bid, the Procurement Code intends for the small purchase procurement method to be faster. To balance that intention with keeping small purchases competitive, fair, transparent, and accountable, the CPO has issued policies and implemented practices to keep it nimble. To show taxpayers the agencies' usage of the method, metrics are reported annually.

Transparency Metrics: Small Purchase Procurement Method	FY25	FY24	FY23
1. Number of small purchases =	13,422	15,109	17,139
2. Value of small purchases =	\$103,177,347	\$126,048,797	\$130,731,942
3. Small purchases as a percent of all PO types =	31.81%	35.89%	43.20%
4. Value of small purchases as a percentage of the value of all purchase orders =	2.55%	2.18%	2.60%

Transparency Metrics

Putting Sunshine on Procurement

Transparency Metrics: Exempt Transactions

Sections 1-10 and 1-12 of the Procurement Code exempt a variety of contract types, including purchase of care, hiring of an individual as an employee and not as an independent contractor, purchase of real estate, anticipated litigation, artistic and musical performances, and others, from following the Procurement Code.

To promote transparency, the Procurement Code requires that State agencies publish on BidBuy information about certain exempt contracts, including the name of the contractor, a description of the supply or service, the amount and term of the contract, and the applicable exemption utilized.

Transparency Metrics: Exempt Transactions		FY25
1. Number of agencies awarding contracts =		15
2. Number of contracts awarded =		1,099
3. Minimum total value of awarded contracts =		\$1,796,000,373

Performance Metrics

Getting to Contract



Performance metrics measure the CPO-GS' impact on procurement cycle time and the volume and value of procurements resulting in contracts.

Performance metrics are more than 50% of the measurements in this report and emphasize the importance that a procurement is successful when it leads to an agency contract. The CPO controls many of the variables - policies, procedures, guidance, outreach, training, IPG, and BidBuy - that have a direct impact on this success.

State Purchasing Officers (SPO) and Procurement Specialists work closely with agencies to make sure that they get the supplies and services they need. With thousands of contracts procured each year, SPOs must be expert facilitators and have a deep understanding of procurement laws and best practices. While only agencies decide what they need, the SPO and agency must work together to procure a satisfactory contract while maintaining competition for vendors, value for taxpayers, and adherence to laws.

Performance Metrics: Commitment to Diversity

The Commitment to Diversity Program (C2D) provides training to agencies and vendors explaining how actions that demonstrate a commitment to diversity can earn points in a Request for Proposal pursuant to Sec. 20-15 of the Procurement Code . C2D develops instructional materials, offers monthly training for agencies and vendors, and will consult

Performance Metrics

Getting to Contract

upon request. In FY25, C2D provided 14 sessions of training; 7 for agencies and 7 for vendors. The IPTA conducts a course on commitment to diversity which qualifies for two hours of credit from the Universal Public Procurement Certification Council.

Pursuant to Section 50-85 of the Procurement Code, certain individuals with procurement and contracting responsibilities must annually complete the CPO's Diversity and Inclusion in Procurement Training. C2D manages the annual training program which is provided through the State's OneNet learning management system. In FY25, 2,029 State employees completed the training.

Performance Metrics: Procurement Method

The number and value of Purchase Orders by procurement method indicates the annual productivity of State procurement. Each procurement method is used for different reasons including the type of item being purchased, its dollar value, and whether or not a competitive procurement method can be used. The State Purchasing Officer (SPO) or the CPO assure taxpayers that each procurement was conducted lawfully.

SPOs and Procurement Specialists directly work with State agencies to make sure that they get the supplies and services they need. With tens of thousands of transactions conducted each year, SPOs must be expert facilitators and have a deep understanding of procurement laws and best practices. One measure ("Number of protests upheld") of how well an SPO assists a State agency competitively procure what it needs is the number of times a protest is upheld. A bidder may protest a solicitation or award of an Invitation for Bid or Request for Proposal. While upheld protests can significantly slow down a procurement, they occur in only a fraction of a percent of procurements.

While only State agencies decide what they need, the SPO and agency work together to ensure that the procurement process results in satisfying the agency's need while maintaining the fair competition for vendors, value for taxpayers, and adherence to laws.

Performance Metrics

Getting to Contract

Performance Metrics: Procurement Method	FY25	FY24	FY23
1. Number of POs =	42,199	42,095	39,564
2. Value of POs =	\$4,050,682,366	\$5,771,033,566	\$5,032,848,066
3. Number and value of POs by procurement method (includes release orders off a master contract):			
3.1 Invitation for Bid =	18,677 = \$2,204,203,711	18,658 = \$2,830,023,490	15,649 = \$1,813,710,569
3.2 Request for Proposal (RFP) =	8,670 = \$841,493,145	6,929 = \$1,939,965,916	8,736 = \$2,013,738,026
3.3 Emergency =	139 = \$113,707,190	249 = \$415,537,917	497 = \$190,970,630
3.4 Sole Source =	309 = \$568,792,232	333 = \$350,500,111	319 = 445,475,090
3.5 Small Purchase =	13,422 = \$103,177,346	15,109 = \$126,048,797	17,139 = \$130,731,942
4. Protests upheld =	3	4	9
5. Sole source contracts denied =	0	2	0

Performance Metrics

Getting to Contract

Performance Metrics: Illinois Procurement Training Academy

The number of IPTA learning opportunities, participants, and contact hours are the best performance indicators of the IPTA engaging with the hundreds of agency employees involved in procurement.

As the IPTA's courses expand, training needs change, and the target audience diversifies, metrics will be changed to reflect the new offerings.

Performance Metrics: Illinois Procurement Training Academy	FY25	FY24	FY23
1. Weekly Training Tuesday Sessions =	52	51	51
1.1 Participants =	14,020	12,719	14,690
1.2 Contact Hours =	26	25.5	25.5
2. Monthly BidBuy Training Sessions =	7	12	12
2.1 Participants =	153	263	255
2.2 Contact Hours =	35	60	84
3. Agency Training Sessions =	1	8	19
3.1 Participants =	109	238	303
3.2 Contact Hours =	4	13	25

Performance Metrics

Getting to Contract

Performance Metrics: Unified Procurement Program

A joint purchase occurs when an agency and another government entity combine their needs and conduct a single procurement to obtain cost savings, better contract terms, share expertise, save time, and reduce administrative burden. The Governmental Joint Purchasing Act (30 ILCS 525/) governs these procurements and requires annual reporting.

Performance Metrics: Unified Procurement Program	FY25	FY24	FY23
1. Piggyback contracts =	8	8	17
2. Joint purchase contracts procured as sole sources =	7	10	3
3. Joint purchase contracts procured as emergencies =	0	3	8
4. Value of Purchase Orders for all joint purchase contracts used by State agencies =	\$284.8 M	\$300.7 M	\$215.3 M
5. Agency contracts piggybacked by local units of government =	0	N/A	N/A
5. Cooperative and group purchasing organizations approved for use =	15	14	15

Performance Metrics

Getting to Contract

Performance Metrics: Sole Source Procurement Method

Section 20-25 of the Procurement Code allows contracts to be awarded without using a competitive method of source selection when only one responsible and economically feasible source for a supply or service exists, and no other supply or service will satisfy the State's requirements. For example, sole source is appropriate when procuring public utilities or proprietary technology.

To the general public, the use of the sole source procurement method is a sensitive and often misunderstood means of awarding a State contract. After all, sole source procurements are non-competitive and sometimes characterized derogatorily as "no-bid" contracts. This may lead to the suspicion that the State improperly selected the awarded vendor by excluding competition.

Because a sole source is an exception to the normal practice of competitive bidding using an Invitation for Bid or Requests for Proposal, the CPO requires agencies to follow strict procedures to ensure the appropriateness and necessity of the sole source procurement method. These procedures are designed to thoroughly vet that the agency's sole source is appropriate under the circumstances and includes the option to hold a public hearing to examine whether the proposed vendor really is the only provider.

Prior to publishing a notice of intent to award a sole source contract, the SPO consults with the agency on the appropriateness of using the procurement method. The agency must justify and discuss their request with the SPO. In some instances, this consultation leads to the decision to alternatively use a competitive procurement method.

A notice of intent to enter into a sole source contract is published for at least 14 days to BidBuy providing stakeholders with information about the proposed contract. The Procurement Policy Board and Commission on Equity and Inclusion receive notice of the intent. The notice includes a description of the item to be procured, the intended

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contractor, and information about a public hearing if held. The 14-day notice allows time for interested parties to provide comments and request a hearing where they may raise issues pertinent to the sole source. After a hearing, the hearing officer analyzes the information and makes a recommendation to the CPO. The CPO takes the recommendation under advisement and issues her decision to permit or disallow the award. This decision and related documentation is posted to BidBuy. The heightened scrutiny in these procedures provides transparency through public notice and the opportunity for potential competitors and the public to object.

To apply an even higher level of scrutiny over proposed sole sources, the CPO requires greater justification for sole source contracts lasting longer than one year. This policy forces agencies to review their own needs and the marketplace frequently. The premise is that the marketplace is dynamic, and ever-changing technologies and vendors represent an opportunity for the agency to conduct a competitive procurement. A sole source contract may not be awarded unless approved by the CPO.

When evaluating the metrics, caution should be used before drawing conclusions that some numbers are good while others are bad. In other words, if an agency has a need to which there is only one legitimate supplier, then that sole source contract is appropriate whether its value is \$200,000 or \$200 million.

Performance Metrics: Sole Source (SS) Procurement	FY25	FY24	FY23
1. Agencies Awarding SS Contracts =	25	34	33
2. Dollar Value of SS Contracts =	\$568.8 M	\$350.5 M	\$445.4 M
3. SS Contracts Approved =	309	333	319
4. SS Contracts Denied =	0	2	0