

MAUCSE Status Report: Right Products at the Right Price

last revised: November 1, 2017

- On target as scheduled
- Delays or barriers, new target date
- Paused indefinitely

Quick Fixes: Zero to three months

Solution	Customer reality	Start date	Target end date	Progress	Status, issues, dependencies
Research possibility of ways Customers can provide ideas for products/contracts they need and present options for feedback	Products not available on Master Contracts	9/1/2017	11/30/2017	100%	<i>Multiple ways have been identified to request feedback; (1) survey monkey posted on ITC landing page, (2) bi-weekly broadcast, (3) WACS list serve, (4) targeted emails</i>
Research possibility of ways Customers can compare pricing	Customers can't compare what others are paying with what they are paying to be able to negotiate with vendor(s)	9/1/2017	11/30/2017 02/28/2018		<i>This solution has been moved to 3-6 months</i>
Research possibility of ways DES can be sure they are getting the best price	Customers not confident DES is getting the best price on Master Contracts	9/1/2017	11/30/2017 02/28/2018		<i>This solution has been moved to 3-6 months</i>
Research ways for Customers to be able to find what they need if their searches result in zero hit	Customers can't find what they need	9/1/2017	11/30/2017	100%	<i>Website enhanced to include a pop-up when search results in zero hits giving additional information about who to contact</i>
Move contracts search tool to the top of the page and in multiple places on the contract page	Customers can't find what they need	9/1/2017	11/30/2017	50%	<i>Search tool moved to the top of the ITC landing page and on multiple pages</i>
Note on the portal page that ITC is auditing and negotiating the best price regularly on our contracts and establish consistent process for assuring best price	Customers not confident they are getting the best price				<i>This fix has been moved to the 3-6 month category due to legacy contracts that may</i>

					<i>require a different process than a new contract.</i>
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Intermediate solution: Three to six months

Solution	Customer reality	Start date	Target end date	Progress	Status, issues, dependencies
Implement DES price comparison tool and provide reports as requested by Customer	Customers not confident DES is getting the best price on Master Contracts	12/01/2017	05/31/2018	50%	<i>This solution is dependent on One Washington Solution product; however, in the interim, a link has been added to the DES Contract page to Data.WA.Gov where customers can see the master contracts purchasing sales.</i>
Research possibility of ways DES can be sure they are getting the best price	Customers not confident DES is getting the best price on Master Contracts	12/01/2017	05/31/2018		
Interim: Note on the portal page that ITC is auditing and negotiating the best price regularly on our contracts and establish consistent process for assuring best price	Customers not confident they are getting the best price	12/1/2017	05/31/2018	0%	<i>ITC is developing an audit process, when complete it will be noted on the portal page for each IT contract. Waiting for ITC to establish standards for auditing contracts. ITC is meeting bi-weekly draft an auditing process for Master Contracts.</i>
Research pricing methodologies to determine what options could be used to get a better price, ie tiered pricing, volume pricing, etc.	Customers not confident DES ITC offer the best deal	12/01/2018	05/31/2018	0%	
Create multiple ways Customers can provide feedback on products and contracts they need	Products not available on Master Contracts	09/01/2017	02/28/2018	100%	(1) <i>Link to Survey Monkey created for specific products/contracts posted on the ITC landing page.</i> (2) <i>Email link provided on the ITC landing page inviting customers to provide feedback for new products or new contract ideas.</i>

<u>Establish</u> process for collecting, analyzing, and communicating ongoing Customer feedback	Products not available on Master Contracts	12/01/2017	02/28/2018	0%	<i>DES Team meeting bi-weekly to draft a process for collecting, analyzing, and communicating ongoing feedback.</i>
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6 Months – 2 Year Snapshot

Solution	Customer reality	Start date	Target end date	Progress	Status, issues, dependencies
Provide a way for customers to search for local and diverse business by master contract	More access to more local and diverse businesses	TBD	11/30/2020	0%	
Research the ability to search by county for more local and diverse business through awarded contractors and make the search tool available on the DES website	More access to more local and diverse businesses	TBD	11/30/2020	0%	
Establish process for including more diverse and local business on existing master contracts or when master contracts are rebid	More access to more local and diverse businesses	TBD	11/30/2020	0%	