

MAUCSE Status Report: Right Products at the Right Price

last revised: September 15, 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	80%	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
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	20%	Check with Cheral and Rebecca to see what they are currently working on to see if it meets this need
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	20%	DES piloting software – check with Rebecca on the state of their pilot
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	60%	MAUSCE Website Team working with internal resources to determine what the options are for the contract search tool
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%	Search tool is moved to the top of the ITC landing page. MAUSCE Website Team working with internal resources to determine the possibility of making the search tool available on multiple pages

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				This fix will be moved to the 3-6 month category due to legacy contracts may require a different process than a new contract.
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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	TBD	02/28/2018	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	40%	Link to Survey Monkey for specific products/contracts are posted on the ITC Landing Page
Establish process for collecting, analyzing, and communicating ongoing Customer feedback	Products not available on Master Contracts	TBD	02/28/2018	0%	
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	02/28/2018	0%	

Long-term maintenance: Six months to two years

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	More access to more local and diverse businesses	TBD	11/30/2020	0%	

awarded contractors and make the search tool available on the DES website					
<u>Establish</u> 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%	