

MAUCSE Status Report: Right Products at the Right Price

last revised: March 19, 2017

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

0 – 3 Months Snapshot

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%	Multiple ways have been identified to request feedback; (1) survey monkey posted on ITP 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 02/28/2018		This solutions has moved to 3-6 months
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		This solution has been moved to 3-6 months
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%	Website enhanced to include a pop-up when search results in zero hits giving additional information about who to contact.
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	100%	Search tool moved to the top of the ITC landing page and on multiple pages.
Note on the portal page that ITP is auditing and negotiating the best price regularly on our contracts.	Customers not confident they are getting the best price				This solution has been moved to 3-6 months

3 – 6 Months Snapshot

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	02/28/2018 05/31/2018	50%	This solution is dependent on One Washington; 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 sales across the state.
Create multiple ways Customers can provide feedback on products and contracts they need	Products not available on Master Contracts	12/01/2017	02/28/2018	100%	Link to Survey Monkey for specific products/contracts are posted on the ITP Landing Page
Establish process for collecting, analyzing, and communicating ongoing Customer feedback	Products not available on Master Contracts	12/01/2017	02/28/2018 05/31/2018	50%	DES Solutions Team is meeting bi-weekly to draft a process for collecting, analyzing, analyzing and communicating ongoing feedback.
Establish IT Contracts Governance Team to prioritize new IT master contracts and assist with the solicitation process including but not limited to; specification development, evaluation, and award determination.	Customers have no ability to offer suggestions or input about what contracts are next in DES queue.	12/01/2017	02/28/2018 05/31/2018	20%	IT Contract Governance Team is being established to analyze the data and decide what the next DES Master Contract should be. Team will consist of state agencies, higher education, cities, and counties.
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 contracts offers the best deal.	12/01/2017	02/28/2018 05/31/2018	20%	Collecting different pricing methodologies data from existing IT Master Contracts. From this data a team will analyze if current method provides the best value, or if another method would suit the contract better.
Establish a process for ensuring DES contracts are providing the best price.	Customers not confident DES is getting the best price on Master Contracts	12/01/2017	05/31/2018	10%	Multiple ways have been identified that could be used to compare DES contract pricing to what other contracts offer. A documented process of optional resources will be created to assist

					<i>the contract specialist at the beginning of the contract and then at extension time to make sure pricing is still competitive.</i>
<i>Auditing and negotiating the best price regularly on our contracts.</i>	<i>Customers not confident they are getting the best price</i>	12/01/2017	02/28/2018 05/31/2018	10%	<i>ITC is developing an audit process, when complete it will be noted on the portal page for each IT contract. Working with internal analytics group to see what options and timeframes would work.</i>

6 Months – 2 Years Snapshot

Solution	Customer Reality	Start Date	Target End Date	Progress	Status, Issues, Dependencies
<i>Provide a way for customers to search for local and diverse business by contract</i>	<i>More access to more local and diverse businesses</i>	TBD		0%	
<u>Research</u> <i>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</i>	<i>More access to more local and diverse businesses</i>	TBD		0%	
<u>Establish</u> <i>process for including more diverse and local business on existing Master Contracts or when Master Contracts are rebid</i>	<i>More access to more local and diverse businesses</i>	TBD		0%	