Mutually Agreed-Upon Customer Satisfaction Expectations (MAUCSE)

Treated as a valued customer	We are actively invited to be involved and engaged in DES contracts. DES respects our business and agency culture and wants to learn from us. We have frequent opportunities to participate and offer feedback, and DES listens to understand our viewpoint. We trust DES to act on our behalf and in our best interest. Learn more | Next steps
Proactive communication	We are kept informed with clear communications that respect our timelines, priorities and budget. We receive regular communications about contract status and developments. Learn more | Next steps
An easy-to-use, intuitive Website	We are able to navigate easily through the IT contracting webpages to find what to buy and how to buy it. Price sheets and contract information are accurate and up-to-date. When we do have questions, we can quickly find answers or contact information for the resource that can provide the answer. Learn more | Next steps
Right product at the right price	We have access to a wide range of competitively priced products and vendors that keep pace with the dynamic IT marketplace. We are confident that DES will provide contracts that are socio-economically inclusive to assist in meeting our diversity goals. Learn more | Next steps
Consistent, efficient purchasing	We expect DES to provide contracts that meet our IT business needs by providing a consistent and efficient purchasing experience. We trust that DES master contracts meet statutory requirements. We are assured that DES will analyze our concerns about two-tier contracts. Learn more | Next steps
Competent, timely support	We know inquiries will be responded to within one business day, and the answers are accurate and consistent. We can easily understand DES's instructions and materials. We can expect DES staff to consult on best practices for IT procurement and provide guidance as needed. Learn more | Next steps

◆ **Expectations around policies (e.g., the direct-buy limit) and training are being communicated within the appropriate DES support teams.**