

# PCAG MEETING

July 21, 2021

# CUSTOMER SATISFACTION EXPECTATIONS

**Customer Focus.** Customers have frequent opportunities to participate and offer feedback. DES provides meaningful templates and procurement consulting services. DES stays engaged with all types of customers through learning and sharing at procurement events.

**Communication.** Customers receive regular communications about contracts' status and developments. Customers can easily navigate DES C&P site and can quickly find answers.

**Right Products, Right Value.** Customers have access on master contracts to the right mix of different products/services, and small diverse contractors that offer the best value and help meet customers' mission needs.

**Consistent, Efficient Purchasing.** Customers have a consistent and efficient purchasing experience using DES state contracts. Contract information is kept accurate and up-to-date. Customers can easily understand and navigate DES' instructions and the contract webpages to find what to buy and how to buy it.

**Contract Management.** Customers know inquiries are responded to within one business day, and the answers are accurate, meaningful, and consistent. DES holds contractors accountable to comply with the terms of our contracts and ensure contract performance.

# PCAG AND WACS

## **PCAG Charter**

- Forum for direct agency input on procurement strategy and policies established by DES
- Assist DES Director in implementing procurement reforms

## **WACS Charter**

- Serving as a forum for the exchange of ideas and information about governmental contracts & procurement;
- Increasing the efficiency and cost effectiveness of the governmental contracts & procurement process; and
- Providing training to its members on governmental contracts & procurement issues.

# THANK YOU



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