

# MyFloridaMarketPlace Customer Round Table Meeting

August 10, 2017

# CRT Agenda

- Utilization Support
- Using MFMP Catalogs
- Vendor Related Updates
- Training Update
- MFMP Utilization Scorecard
- Communication Assessment Results
- VPT Survey Reminder
- Trivia
- Open Forum

# Utilization Support - FWC

- FWC contacted the MFMP for Utilization Support
  - The MFMP team provided support/recommendations as FWC enhanced their utilization of MFMP
  - This effort included:
    - On-boarding new requesters/approvers
    - Updating their HQ approval flows
- Utilization support provided by MFMP
  - Developed a work plan, customized training materials, and communications
  - Supported on-boarding effort
  - Updated agency workflows

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# Using MFMP Catalogs

- Benefits of utilizing Catalogs
  - Reduced data entry errors
  - Up-to-date Information
  - Simplified and centralized purchasing
  - Improved productivity with pre-populated information
  - eCommerce-like shopping experience
- How to Find available Catalogs
  - Perform a keyword search in MFMP Buyer
  - View a list of vendors with MFMP catalogs on the Catalogs and eInvoicing page of the [MFMP website](#)

- New Catalog Initiative
  - MyFloridaMarketPlace partnered with the Department of Management Services (DMS) Contract Managers to engage vendors and target specific contracts to encourage catalog development
  - Initiative began in the beginning of fiscal year 2016-17
  - Added twelve new catalogs since the inception of initiative:
    - CDW Government LLC, Commonwealth Ammunition, LLC, Elite Office and Business Solutions, Exemplis, Front Row, Gulf States Distributors, Inc., Hewlett Packard Enterprise, Lexmark, Qualpath, SHI, SSD International, Inc., and United Solutions

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# Reluctant Vendor Clean-Up

- The Reluctant Vendor Process was retired in late 2011, as part of an effort to streamline registrations to include only active vendors
- The MFMP team began outreach to vendors in early May to encourage vendors to create new vendor-maintained MFMP registrations
- The MFMP team inactivated the remaining 201 reluctant vendor locations on June 23, 2017



# Reluctant Vendor Clean-Up

- The goal of this inactivation was to reduce failed purchase orders, confirm that agency customers are conducting business with valid vendor accounts, and potentially increase transaction fee collection.
- If any new vendor accounts qualify for transaction fee exemption, agency customers should mark their requisition or contract as exempt in the accounting details section
  - See the [MFMP Buyer manual](#) for more information on this process

# Annual Vendor Inactivation

- Each year, the MFMP team reviews vendor registrations and inactivates vendors without activity in the last two fiscal years
- A vendor notification will be posted on the [DMS Website](#) prior to the inactivation
- The 2017-2018 inactivation is scheduled for November

# Annual Vendor Inactivation

- Vendor accounts will **not** be inactivated if any of the five criteria below are met:
  - Business location has received an MFMP purchase order
  - Business location has received a payment from FLAIR, the state's accounting system, or a PCard payment
  - Business location has made an edit to their Vendor Information Portal (VIP) account
  - Business location has logged into MFMP Sourcing
  - Business location's Office of Supplier Diversity (OSD) Certified Business Enterprise Certificate has not expired before the previous fiscal year


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- All first and second quarter MFMP trainings are posted on the [MFMP University website](#)
  - Please let your agency customers know so that they can register in advance
- The MFMP team will be hosting in-person training in **Tampa** on October 2-3 and in **Orlando** on October 4-5

# Training Updates

- The MFMP team recently updated training registration webpage to include an interactive calendar



**MFMP University**



Today ← ▶ August 2017 Print

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	Aug 1 1pm Reporting 101	2	3	4	5
6	7	8 1pm Requisitioning	9	10 2pm MFMP for Vende	11	12
13	14	15 2pm eQuote 101 for	16	17	18	19
20	21	22	23	24	25	26
27	28	29 2pm eQuote 101 We	30	31	Sep 1	2

Events shown in time zone: Eastern Time + Google Calendar

# Upcoming IT Staff Aug. Webinar

- IT Staff Augmentation Contract webinar is scheduled for August 15, 2017 from 2 – 4 p.m.
- This webinar will cover the following topics:
  - Correct setup of line items for quoted jobs
  - Auto-add functionality
  - Viewing the *Contract ID* field on published eQuotes

Overview	
ID:	Doc104145
Title:	PR10120639 - FDC-RFQ-17-187-A, IT Staff Aug, STC#80101507-SA-15-01, Job #7440 FY17/18-FY18/19
Description (for internal use only):	
Event Type:	eQuote
Test Project: 	No
Base Language:	English
Currency:	US Dollar
Commodity:	80101507: Information technology consultation services 80101507
Departments:	700000 Florida Department...
Owner:	<a href="#">Patterson, Bekah</a>
Version:	v1
Template:	eQuote Template
Notify Vendors? 	No
Link to Requisition in MFMP Buyer:	<a href="#">PR10120639</a>
Contract Number:	80101507-SA-15-01

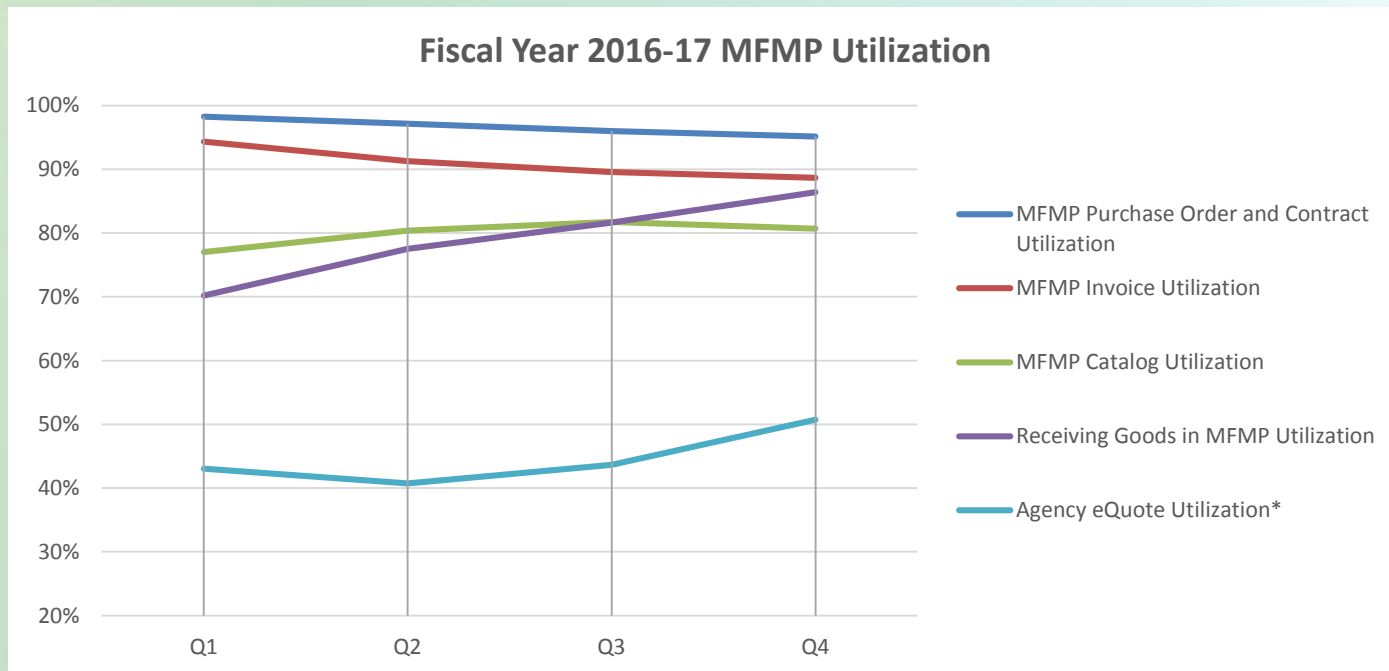
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# Utilization Scorecard

- The fourth quarter MFMP Utilization Scorecard is available on the [MFMP website](#)
  - **All 5 metrics** met the utilization goal by June 30, 2017
- Agencies can request MFMP Utilization Support by [contacting](#) the MFMP team



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# Communication Assessment Results

- The team piloted an email analytics tracking and distribution list management initiative from January 1, 2017, through June 30, 2017
- Of the 22 communications sent, agency customers opened approximately **28 percent** and clicked one of the links approximately **29 percent** of the time
- Sending emails between **Wednesday afternoon and Thursday morning** will **yield higher open rates**

# Communication Assessment Results

- The MFMP team worked with several agencies to prevent internal agency filters from blocking MFMP communications
  - Please let the MFMP team know if your agency hasn't received standard MFMP communications over the past six months
- During the pilot, the following agencies had the highest open rates:
  - Department of Veteran Affairs
  - Department of Citrus
  - Auditor General

# Communication Assessment Results

- The MFMP team found that the majority of agencies opened **less than half** of the tracked MFMP communications
- The MFMP team will be working with all agencies to determine whether or not the correct liaisons are listed on the MFMP distribution list
  - Purchasing and F&A liaisons are responsible for forwarding MFMP communications to internal agency customers
- MyFloridaMarketPlace recommends:
  - Agencies develop internal distribution lists of their MFMP agency customers
  - Setting Outlook rules to auto-forward emails

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# Completing VPT Surveys

- After an invoice is paid, agency customers have 30 days to complete the auto-generated Vendor Performance Tracking (VPT) survey
- Completing VPT surveys allows agency customers to view average vendor ratings when creating an MFMP purchase order.
  - This allows agencies to monitor a vendor's performance across the state
- Currently, just over half of VPT surveys are being completed
- For more information, visit the [VPT Website](#) or take the [VPT online training](#)

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How many **new catalogs** have been added to MFMP resulting from the catalog initiative?

**12**

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- These meetings are intended to:
  - Discuss issues and concerns from agencies
  - Identify and review improvements to MFMP applications, training, and/or communications.
  - Allow agencies to discuss internal process/policies with each other
- After each meeting, the MFMP team will
  - Review feedback and determine next steps (create CR, find existing CR #, provide training material, follow-up for additional context, etc.)
  - Communicate status back to original feedback originator

If you have further questions please contact the  
MFMP team at  
[MyFloridaMarketPlace@dms.myflorida.com](mailto:MyFloridaMarketPlace@dms.myflorida.com)