

MyFloridaMarketPlace Customer Round Table Meeting

November 13, 2017

CRT Agenda

- Annual Vendor Inactivation Process
- Transaction Fee Exemption Updates
- FLAIR Gap Effort
- IT Staff Augmentation eQuote Template
- Training Updates
- Annual Customer Survey
- Open Forum

Annual Vendor Inactivation Process

- Each year, MyFloridaMarketPlace (MFMP) inactivates vendor accounts that have not conducted business with the State of Florida over the past two fiscal years
- A communication has been posted for vendors on the [DMS website](#) regarding the inactivation process
- See the **newly updated** [Vendor Inactivation Process job aid](#) for more information about the inactivation process
- This year's annual inactivation is scheduled for November 16, 2017

Annual Vendor Inactivation Process

- Vendor accounts will **not** be inactivated if any of the following seven criteria are met:
- Vendor:
 - Has received an MFMP purchase order as of July 1, 2015
 - Has received a payment from FLAIR or a PCard payment as of July 1, 2015
 - Has made an edit to their Vendor Information Portal (VIP) business location as of July 1, 2015
 - Has logged into MFMP Sourcing as of July 1, 2015
 - Has a valid Office of Supplier Diversity Certified Business Enterprise certificate as of July 1, 2014
 - Is a member of the Florida Emergency Supplier Network
 - Is associated to a State Term Contract (STC) or Alternate Contract Source (ACS) in MFMP

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Transaction Fee Exemption Updates

- MyFloridaMarketPlace updated the transaction fee exemption codes in accordance with the revision of Rule 60A-1.031, Florida Administrative Code on **October 11, 2017**
 - Thirteen codes were updated to reflect the new exemption codes
 - Three codes were deleted. If a customer has an existing transaction utilizing one of the deleted codes (1R, 1X and 2B), MFMP recommends that they process a change order to update the code

<i>Old Exemption Code</i>	<i>Old Exemption Reason</i>	<i>New Exemption Code</i>	<i>New Exemption Reason</i>
2A	Transaction is Critical to Agency's Mission or Necessary for Public Health Safety and Welfare	4	The transaction is critical to the agency's mission or necessary for the public health, safety, or welfare; and, imposition of the fee would prevent the consummation of the transaction.
2B	Imposition of the Fee would Prevent Consummation of the Transaction		

Transaction Fee Exemption Updates

- The Vendor Transaction Fee Dispute form was updated on the [DMS Website](#)
- The MFMP team created a Transaction Fee Exemption Crosswalk that is available on the [DMS Website](#)

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IT Staff Augmentation eQuote Template

- Proposed IT Staff Augmentation contract eQuote template:

Doc16408 - Example IT Staff Aug eQuote

On this page you create the information that participants will read and respond to during events. Add different types of content to recreate the traditional sourcing documents ...

All Content [filter]
Display:

<input type="checkbox"/>	Name
<input type="checkbox"/>	▼ 1 Request for Quote (RFQ) <p>The purpose of this RFQ is to establish a purchase order for IT Staff Augmentation Services in accordance with State Term Contract #80101507-SA-15-01. This RFQ includes a Scope of Work for staff that possess the technical skills that are needed by the Department on an hourly assignment basis. Visit the DMS State Purchasing website to view more details on this contract.</p> <p>The Scope of Work and required forms for this RFQ can be found in sections 1.1 and 1.2.</p>
<input type="checkbox"/>	▼ 1.1 Scope of Work
<input type="checkbox"/>	1.1.1 See the attached Scope of Work for more information. * Attach a file
<input type="checkbox"/>	▼ 1.2 Required Forms
<input type="checkbox"/>	1.2.1 Forms and Information for Contractors use (click the link to view and/or download each form): Exhibit B (Resume Self-Certification Form) <p>Contractors must complete this form and submit it in section 5.2 below.</p>
<input type="checkbox"/>	1.2.2 Forms and Information for agency customers use (click the link to view and/or download each form): Exhibit C (Contractor Selection Justification Form) Exhibit D (Contractor Performance Survey) Job Family Descriptions Resources
<input type="checkbox"/>	▼ 1.3 Contact Information
<input type="checkbox"/>	1.3.1 Requester: * <input style="width: 150px;" type="text"/>
<input type="checkbox"/>	1.3.2 Requester Email: * <input style="width: 150px;" type="text"/>

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* indicates required field

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- All third and fourth quarter training registrations have been posted to the [MFMP website](#)
- The MFMP team recently updated all requisitioning-based trainings (webinars and workshops)
 - Tomorrow, the team will be hosting a [Advanced Requisitioning webinar](#)
- In October, the MFMP team trained a total of **113 agency customers** and **30 vendors** during statewide training in Tampa and Orlando
- Does your agency have any training material needs?



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Annual Customer Survey

- Customers were asked to provide feedback on overall satisfaction, system response time, the customer service desk, training, communications and reporting
 - Thanks to all **1,042 customers** who participated!
- The MFMP team is reviewing all customer feedback and is using it to develop a detailed action plan to improve areas where customers indicated dissatisfaction
- Final survey results will be communicated in the next CRT meeting

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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 (e.g., create change request, find existing change request number, provide training material, follow-up for additional context, etc.)
 - Contact the originator to discuss the status of their feedback

- Action items from the August CRT meeting:
 - Research why vendors are available in MFMP with invalid W-9s

If you have further questions please contact the
MFMP team at
MyFloridaMarketPlace@dms.myflorida.com