MyFloridaMarketPlace Customer Round Table Meeting

Meeting Information	
Meeting Title:	MyFloridaMarketPlace Customer Round Table Meeting
Occurrence:	February 15, 2018
Time:	10:00 a.m.
Location:	Betty Easley Conference Center, Room 166, 4075 Esplanade Way

Attendees		
#	**Entity**	**Name**
1.	AHCA	Emily Leffler
2.	DBPR	Betty Dennis
3.	DBPR	Dana Blue
4.	DCF	Kathy Rothman
5.	DCF	Paul Mauck
6.	DCF	Rob Dorman
7.	DEO	Brad Fannon
8.	DEO	Lori Jones
9.	DEP	Gloriann McInnis
10.	DFS	Becky Hale
11.	DHSMV	Cricket Lee
12.	DJJ	Carol Walters
13.	DMS	Angela Pereira
14.	DMS	Ashley Balkcom
15.	DMS	Donna Williams
16.	DMS MFMP	Betsy Chance
17.	DMS MFMP	Bruce Roberts
18.	DMS MFMP	Tyler Brown
19.	DOE	Dwayne Gordon
20.	DOEA	Alice Terry
21.	DOEA	Eve Hinton
22.	DOEA	Justin Taylor
23.	DOH	Bill Zimmerman
24.	DOH	Doug Black
25.	DOH	Olyn Long
26.	DOR	Terry Paul
27.	DOS	David Shufflebotham
28.	DOT	Terry Watson
29.	FDC	Anne Rabon
30.	FDLE	Justin Payne
31.	FDLE	Richlyn White
32.	FWC	Alisha Morgan
33.	LOT	Audrey Gregory
34.	LOT	Kara Godwin
35.	MFMP	Crystal Owens
36.	MFMP	Delvis Catchman
37.	MFMP	Felicia Thompson
38.	MFMP	Jeremy Kong

39.	MFMP	John Hunter
40.	MFMP	Joy Schneider
41.	MFMP	Michael Jackman
42.	MFMP	Robert Cooper III
43.	SCS	Andrea Skaling
44.	SCS	Sheila Wright

Agenda	
Topic #	**Agenda Topic Description**
1.	Office of Supplier Diversity Updates
2.	Second Quarter Utilization Scorecard
3.	Annual Customer Survey
4.	Training Updates
5.	Recent Updates
6.	Searching for Vendors
7.	Open Forum

Meeting Minutes for Topics	
Topic #	**Minutes for Topics**
	Office of Supplier Diversity (OSD) Updates Updates provided by Donna Williams, the Marketing Manager at OSD. **Introduction of staff** The Office of Supplier Diversity will have a full team beginning on February 16, 2018. Robert Major will join OSD as the vendor relations coordinator. **Ninety-day spend plans** Ninety-day spend plans are due on the fifteenth of the first month of the quarter. The next due date is April 15, 2018. Please send 90-day spend plans to Rebecca Livingston and the OSD team, and copy Hue Reynolds. Ninety-day spend plans are posted on the DMS website. These spend plans give small businesses an opportunity to learn about each agency and the types of purchases each agency plans to make. **Upcoming events** The 2018 Pensacola Supplier Diversity Exchange was held on February 6, 2018. Thank you to the 126 attendees! The next supplier diversity exchange is in Gainesville on March 8, 2018, at the University of Florida. This will be the first supplier diversity exchange event in Gainesville. If your agency is not already committed to attend, please contact Donna Williams. Parking passes will be provided to registrants via email.
1.	

		The Office of Supplier Diversity holds quarterly small business workshops with Florida State University. The topics vary each quarter. The Office of Supplier Diversity would love to feature an agency or have an agency present at one of these workshops. Please let OSD know if your agency is interested. The next workshop is on February 21, 2018. **Upcoming Supplier Diversity Exchanges** • Orlando Supplier Diversity Exchange o This event is normally held in the fall, but OSD is looking to move this event to the summer • Broward College Supplier Diversity Exchange • Tampa Supplier Diversity Exchange **Office of Supplier Diversity annual report** The latest annual report is now posted on the OSD website. This report is due each year on February 1. Please note that OSD begins working on this report in early fall. Agency customers are encouraged to work with OSD as soon as possible to provide information for the report.
2.		**Second Quarter Utilization Scorecard** The second quarter scorecard has been posted to the MFMP website. Metrics one through four have met the state's utilization goal of 80%. Metric five is under the state's utilization goal and is currently at 37.17%. While eQuote is currently under the 50% utilization goal, metric five tends to increase towards the end of the fiscal year. MFMP implemented a new eQuote template specific to the IT Staff Augmentation State Term Contract, which Bruce will speak to later. The MFMP team hopes that this template will generate an increase in eQuote utilization. MyFloridaMarketPlace has worked with a number of agencies on eQuote utilization. If any agencies need utilization support, please reach out to MFMP.

MFMP Agency Utilization
1/15/2018 Scorecard for data through 12/31/2017

Agency	Overall Monthly Trend	MFMP Purchase Order and Contract Utilization (Goal >= 80%)	Monthly Trend	MFMP Invoice Utilization (Goal >= 80%)	Monthly Trend	MFMP Catalog Utilization (Goal >= 80%)	Monthly Trend	Receiving Goods in MFMP Utilization (Goal >= 80%)	Monthly Trend	Agency eQuote Utilization* (Goal >= 50%)	Monthly Trend
Department of Education	•	100% +	•	100% +	•	98.17%	-	88.32%	+	58.35%	+
Department of Financial Services	•	100% +	•	90.51%	-	-	•	81.71%	+	2.23%	-
Department of Revenue	-	100% +	•	100% +	•	99.85%	-	71.54%	-	58.91%	-
Department of State	•	100% +	•	100% +	•	98.97%	+	70.83%	+	41.86%	-
Department of Transportation	•	100% +	•	100% +	•	51.10%	-	78.89%	+	12.06%	+
Department of Economic Opportunity (DE	•	100% +	•	100% +	•	94.77%	-	73.12%	+	60.00%	-
Department of Health	•	100% +	•	100% +	•	88.58%	-	84.25%	+	12.38%	-
Department of Law Enforcement	+	100% +	•	81.51%	+	94.58%	-	94.87%	+	4.19%	+
Department of Military Affairs	•	100% +	•	87.80%	-	98.61%	+	83.07%	+	-	•
Department of the Lottery	-	20.82%	-	12.65%	-	44.44%	+	65.38%	-	6.12%	+
Agency for Health Care Administration	+	100% +	•	100% +	•	98.64%	+	94.32%	+	100% +	+
Department of Children and Families	•	100% +	•	100% +	•	95.47%	+	90.57%	+	52.82%	-
Department of Citrus	•	100% +	•	100% +	•	N/A	•	10.00%	-		
Florida Department of Corrections	+	100% +	•	100% +	•	82.15%	+	89.12%	+	1.59%	+
Agency for Persons with Disabilities	-	100% +	•	95.56%	-	89.48%	-	90.77%	+	47.53%	-
Department of Business and Professiona	•	100% +	•	100% +	•	51.18%	-	83.60%	+	42.11%	-
Department of Elder Affairs	•	100% +	•	100% +	•	96.19%	+	78.68%	-	70.59%	+
Division of Emergency Management	•	100% +	•	100% +	•	85.93%	-	75.79%	+	61.76%	+
Department of Environmental Protection	•	100% +	•	100% +	•	91.92%	-	90.23%	+	73.08%	+
Department of Highway Safety and Moto	•	100% +	•	100% +	•	87.90%	+	85.84%	+	40.69%	-
Department of Juvenile Justice	+	100% +	•	78.26%	+	92.06%	+	81.67%	+	91.81%	-
Department of Management Services	+	100% +	•	100% +	•	96.51%	+	85.40%	+	91.46%	+
Department of Veterans Affairs	+	100% +	•	100% +	•	86.50%	+	91.47%	+	100% +	+
Executive Office of the Governor	•	100% +	•	100% +	•	85.96%	-	79.46%	-		•
Fish and Wildlife Conservation Commiss	•	100% +	•	100% +	•	81.82%	-	78.53%	+	0.23%	-
Florida School for the Deaf and Blind	•	100% +	•	57.37%	-	91.48%	+	71.24%	+		•
Florida Commission on Offender Review	•	100% +	•	100% +	•	81.10%	-	97.30%	+	N/A	•
Agency for State Technology (AST)	•	100% +	•	100% +	•	83.95%	+	84.42%	+	11.11%	-
Average Utilization All Agencies		**97.17%**		**92.99%**		**80.26%**		**80.37%**		**37.17%**	

Annual Customer Survey

Customers were asked to provide feedback on overall satisfaction, system response time, the customer service desk, training, communications and reporting

- 15% increase in participation over last fiscal year

The MFMP team reviews all customer feedback and uses it to develop a detailed action plan for areas where customers identified room for improvement

The combined Purchasing and F&A overall customer satisfaction was reported as **96.35%!**

Increase awareness of MFMP communication channels

- Actions:
    - Work with agencies to host MFMP online trainings
        - An email was sent on January 17 to system administrators to ask if agencies were interested in obtaining copies of MFMP online trainings
        - Please let MFMP know if your agency is interested
    - Send a follow-up email to survey recipients with requested resources
    - Include information about the MFMP newsfeed in emails from the customer service desk
    - Inform customers about available MFMP communication channels

- This communication was sent to all active customers (customers are considered active if they have logged into Buyer during the past month)

MFMP Communication Channels Email

A CRT attendee asked if MFMP has considered sending the MFMP communication channels email on a regular basis to combat agency customer turnover and to provide that information to new agency customers. The MFMP team has not decided on the frequency of this communication but will consider having this communication sent on a regular schedule. Additionally, MFMP recently began sending a follow-up communication to customers one month after they are added to the system. This communication contains helpful links to resources and trainings.

Newsfeed Portlet

A CRT attendee asked if MFMP has considered configuring the newsfeed portlet so it cannot be removed from the dashboard in MFMP Buyer. Many agency customers have customized their dashboard and removed the newsfeed. There is also a way to reset every user's dashboard but then customers would lose any customizations they have made. The MFMP team will log a change request to prevent customers from removing the newsfeed.

Increase the amount of agency specific training
- Action: The MFMP team will target offering one ad-hoc agency specific training per quarter
- Please let MFMP know if this type of training would be helpful for your agency.

Improve the commodity code selection process
- Potential actions: The MFMP team is considering adding some help text to MFMP Buyer and/or developing a report with commonly used commodity codes
- CRT attendees responded positively when asked whether or not these changes would be helpful

Increase the number of catalogs available in MFMP
- Action: MFMP is working with DMS and vendors to activate additional catalogs. The team will also continue to enable the catalog audit function

Agency customers may create an agency specific catalog by creating a line level MFMP contract. Customers from that agency can then access this contract and use it like a line item catalog. Please let the MFMP team know if your agency is interested in learning more about this option.

Editing Line item Descriptions

A CRT attendee asked about the ability to edit line item descriptions. This issue was discussed in the last Customer Round Table meeting. Because agency customers are unable to edit line item descriptions, some customers rely on communicating additional

information in a comment or an email. The resolution for this issue is scheduled for implementation in March 2018.

Object Code Mapping
A CRT attendee discussed an ongoing issue where the incorrect object code is associated with an item. Incorrect object code mapping can create additional work for the agency customer. The CRT attendee has noticed this issue in the past with furniture, equipment, and laminating supplies. Another CRT attendee stated that this is an issue with OCO as well. The CRT attendee inquired about a report that would help identify five series codes. The MFMP team will look into creating that report. The MFMP team must work with the Department of Financial Services (DFS) to make any changes to the object code mapping.

Catalog Item Change Orders and Encumbrances
A CRT attendee has identified an issue when an agency customer deleted an item in a vendor's punchout catalog on a change order. This does not remove the encumbrance for that line item. The MFMP team recommends zeroing out the line item on the change order in Buyer rather than deleting the item in the catalog (see page 22 of the Buyer Manual for more information). The MFMP team is aware of this functionality and will continue to investigate a potential system change to address this issue. The CRT attendee inquired about a report to identify change orders with catalog line items that were deleted. MyFloridaMarketPlace does not currently have that report but can look into developing one.

Training Updates
New eQuote template training available on the MFMP website

When asked to provide feedback on the new IT Staff Augmentation eQuote template, CRT attendees indicated that they liked the new template. The template helps create consistency from user to user and from agency to agency.

A CRT attendee suggested including a section in the template for the vendor to attach their response. There is a section at the bottom of the template that instructs the vendor on how to respond. In a manual eQuote, customers must manually create line items for the vendor to respond to. In an integrated eQuote, the line items are automatically pulled over from MFMP Buyer. For eQuotes created from the Information Technology Staff Augmentation Services contract, customers should always add line items.

A CRT attendee asked if copying a previous eQuote would invite the same vendors. When copying a previous eQuote, the invited vendors from the previous eQuote will be added to the new eQuote, if there is no contract number selected on the new eQuote or, if the contract number selected is not eligible for "vendor auto-add" functionality. Per a previous enhancement to MFMP, the Sourcing application should not allow eQuotes to be copied, if a contract number eligible for "vendor auto-add" functionality, i.e. Information Technology Staff Augmentation Services contract, is selected on the new eQuote. MFMP confirmed there is currently a system defect, System Investigation Report (SIR) 3438, that is causing this intended system functionality not to work appropriately.

4.

Please remember that the system will not automatically add five vendors to an eQuote if the correct contract number is not entered.

A CRT attendee asked if MFMP has data on which vendors are being automatically selected by the system and what percentage of those vendors are responding to opportunities. The CRT attendee receives feedback from vendors that say they are not receiving any opportunities. MyFloridaMarketPlace has a [secure report](#) titled eQuote Participant Report that provides the number of times a specific vendor has been invited to and the number of times they have participated in eQuotes for your agency.

It is important to make the distinction between never being selected/awarded and never being invited to an opportunity. After the five vendors are automatically added, the agency customer is required to add at least three more vendors. It is up to that specific agency to determine which vendors they want to add. Some agencies will always add the same handful of vendors that they've done business with in the past. Each vendor on the IT Staff Augmentation contract has an equal chance of being randomly selected and added to an opportunity. However, it is up to the agency to make the decision of who the work is awarded to.

Michael Jackman, applications manager at MyFloridaMarketPlace, mentioned a change request that MFMP has been investigating. This change request would allow the five random vendors to be added based on the job number. Not every vendor on the IT Staff Augmentation contract provides every job on the contract. Currently, there is a chance that a vendor will be added to an opportunity for work they cannot or do not perform. More information about this change request will be provided in the future.

Upcoming statewide training
- **Pensacola** on March 5 – 6 and **Panama City** on March 7 – 8
- **Jacksonville** on April 23 – 24 and **Lake City** on April 25 – 26
- Register [here](#)

Updated Procure to Pay Overview training
- This training is not only for new employees but can be helpful for management as well

System Administrator training needs
- MyFloridaMarketPlace currently offers the System Administrator training once per year
- In the past, more experienced System Administrators have primarily led the discussion at this training
- MyFloridaMarketPlace is considering offered two separate System Administrator training channels: one-on-one training for newer System Administrators and a semi-annual round table for new and experienced System Administrators

A CRT attendee suggested including one or two experienced system administrators in the new system administrators training to provide real world experiences and examples.

The MFMP team is open to conducting one-on-one trainings for new system administrators. Please let MFMP know if your agency has new system administrators.

		Action items from November CRT meeting • A CRT attendee requested that each job aid and manual on the MFMP website contains the date of the last update; this has been completed since last meeting. This is helpful for customers who are subscribed to the RSS feed. The customers get a notification to indicate that an update has been made • A CRT attendee requested a copy of the Advanced Requisitioning presentation, which was provided by MFMP.

5.		**Recent Updates**
		Catalogs added in second and third quarters:
		• Medical & Dental Supplies Contracts
		    o Darby Dental Supply, LLC., Dental Health Products, Inc., Henry Schein Inc. (both contracts), McKesson Medical-Surgical Minnesota Supply, Inc. and Medline Industries, Inc.
		• Industrial Equipment
		    o Fastenal, Grainger, MCS Industrial Supply and Northgate
		• Other Contracts
		    o Canon, Crestron, Lou's Police, Sharp, Steelcase (12 resellers), The HON Company and Xerox
		
		Please note that Steelcase has 12 resellers. These resellers are region specific, not every vendor sells to every region. When agency customers create requisitions with a Steelcase reseller, be sure to select the correct reseller for that region.
		
		A CRT attendee requested a matrix to list the resellers for each manufacturer on the furniture state term contract. Currently, there is no single resource that lists which resellers are associated with which manufacturers. MyFloridaMarketPlace will work with the contract manager to discuss developing a list or matrix.
		
		On November 16, 2017, MFMP inactivated **11,973** vendor accounts
		
		On December 21, 2017, MFMP added **3,191** new commodity codes
		• MyFloridaMarketPlace is now on version 20 of UNSPSC's code set
		• MyFloridaMarketPlace now has approximately 20,000 codes

6.		**Searching for Vendors** Vendor Searches in MFMP Buyer • Key Fields: Legacy ID, Company, Woman-Owned/FVBE, Vendor Designation, W9 Status and Rating o The rating comes from Vendor Performance Tracking (VTP). Agency customers have the opportunity to rate vendors after payment is complete. Ratings are out of five. Vendor Searches in the Vendor Information Portal

- Key Search Fields: Vendor Name, Tax ID, Accepted TOU, Location County, Vendor Status, Solicitation Status and CBE

A CRT attendee asked for clarification on searching for vendors by name and by company. The name field is based on the vendor location, vendors will use the name field to differentiate between multiple locations of the same company. The company field is the company name the vendor specified during registration.

A CRT attendee requested the ability to select multiple commodity codes during a vendor search in VIP. The CRT attendee also would prefer entering a number instead of selecting it and prefers entering a descriptive word instead of a commodity code number. This CRT attendee also requested that all vendors be put into a spreadsheet. The MFMP team confirmed that there is a way to add multiple commodity codes to a search (select multiple codes by holding down the shift button).

A CRT attendee requested clarification on the Pcard indicator in a vendor registration. Many times, vendors may not have this box checked but that does not always indicate whether or not they actually accept Pcards. This CRT attendee suggests setting this field to be checked by default. The MFMP team is reluctant to check this field by default because it takes the decision out of the vendor's hands. The MFMP team will discuss what changes can be made to address this issue.

Another CRT attendee suggested changing this field to say credit card instead of Pcard, as many vendors are not familiar with the Pcard terminology. The MFMP team will look into that enhancement.

Open Forum
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

Sunbiz Integration
A CRT attendee inquired about integrating the Vendor Information Portal with Sunbiz. Certain agencies required that their agency customers go to Sunbiz and verify that a vendor is active before they can do business with the vendor.

7. | **SSN / FEIN Usage**

A CRT attendee inquired about vendors using their social security number (SSN) instead of a federal tax ID. The State of Florida allows vendors to do business under their SSN; however, the MFMP team encourages vendors to get a federal tax ID, which is still considered personal identifiable information but is not as sensitive as a SSN. Each vendor in MFMP has a unique identifier, separate from their SSN/FEIN, which in theory could be used to differentiate between vendors. However there are challenges with transitioning from using the SSN/FEIN to using this unique identifier. This is likely to be a future requirement of MFMP, but not at this time.

The Office of Supplier Diversity conducts a review of each vendor that they certify. However, there is no data validation for vendor registration in MFMP. The original request from the State of Florida was to have a self-service portal so vendors can manage their own data. The downside of that is that the information is not verified. MFMP collects remittance information in the Vendor Information Portal. That information is verified by a team at DFS.

A CRT attendee accidentally sorted the comments section of a requisition to be sorted by whether or not the comment is visible to supplier. Previously, it was sorted by date. The MFMP team will look into that issue and MFMP may be able to fix that issue on the backend.

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

Action Items					
#	Action Item Description	Assigned To	Status	Due Date	Comments
1.	Research developing a report to identify change orders with deleted catalog line items	MFMP	In Progress		
2.	Determine the frequency of the *MFMP Communication Channels* communication	MFMP	In Progress		
3.	Log a change request to prevent customers from removing the Newsfeed	MFMP	In Progress		
4.	Log a change request to update the commodity code help text	MFMP	In Progress		
5.	Develop a report request that contains the commonly used commodity codes	MFMP	In Progress		
6.	Research five series object codes to determine if there are any mapping or commodity code changes necessary	MFMP	In Progress		

Action Items					
#	**Action Item Description**	**Assigned To**	**Status**	**Due Date**	**Comments**
7.	Work with the contract manager of the Furniture contract to create a list of resellers and the manufacturer(s) they are affiliated with	MFMP	In Progress		
8.	Review potential changes to the Pcard field within the Vendor Information Portal	MFMP	In Progress		
9.	Research sorting the comments section of a requisition by date and not by visibility	MFMP	In Progress		
10.	Research the requirement related to vendors registering with Sunbiz to conduct business with the State of Florida	MFMP	In Progress		