

Agency Benchmarking Activity

The MyFloridaMarketPlace Agency Benchmarking Activity (ABA) provides a consistent way of looking at state agency results for targeted procurement and invoice processing productivity metrics. We generate the ABA using exclusively MyFloridaMarketPlace data. We summarize quarterly data at the end of March, June, September and December, and post an executive summary of this data on the DMS website at http://dms.MyFlorida.com/mfmp_ABA. MFMP encourages agencies to monitor progress monthly using the published reports on the [DMS Reports website](#). This Resource Guide supports the quarterly executive summary.

Based on agency data, MFMP developed four metrics (outlined in the table below). For each metric, MFMP developed a goal to identify each agency’s progress against the established measures. We established each goal by considering industry averages, public sector uniqueness, and State of Florida performance to date through MFMP.

ABA Metric	Explanation	Goal ("days" refers to calendar days)
Requisition to Purchase Order Cycle Time	The elapsed time (in calendar days) between an initial requisition submission and final approval and issue as a purchase order to the vendor (excludes change orders).	<= 5.5 days
Contract Spend Percentage	Overall agency spend allocated to: <ul style="list-style-type: none"> • State term contracts tied to Method of Procurement values: <ul style="list-style-type: none"> – A and B (State Term Contracts) – C (Alternate Contract Sources) – D (State Purchasing Agreements) – M (RESPECT) – N (PRIDE) • Agency Contracts tied to Method of Procurement values: <ul style="list-style-type: none"> – H (Agency ITB) – I (Agency RFP) – J (Agency ITN) – K (Agency Negotiated Contracts) • Lottery: <ul style="list-style-type: none"> – Procurement codes 15 and 16 for Lottery Competitive Solicitation – Lottery Competitive Quote 	>= 45 percent
Agency Invoice Approval Cycle Time	The elapsed time (in calendar days) between invoice receipt (transaction date with MFMP) and agency approval (excluding DFS audit time).	>= 8 days
Prompt Payment Invoice Percentage	Total agency-approved invoices in MFMP (excluding DFS audit time) within a 20-calendar-day window.	>= 96 percent

There may be instances where the goal measures agencies at a higher standard than statute requires (e.g., prompt payment invoice percentage). Because we used agency performance to date in MFMP as a criterion in creating these thresholds, there are cases where the majority of agencies already meet and/or exceed the statutorily required metrics. Therefore, in order to strive for continuous improvement, we set thresholds accordingly to show agencies’ progress against higher standards.

In addition to the four metrics we measure quarterly, we include Agency System Usage on the executive summary. We assess it against criteria outlined on page one of the ABA.

Available Monthly Reports

MFMP provides monthly reports to assist agencies in monitoring current performance against these metrics. We post them on the [DMS Reports website](#) and they include:

- **Requisition to Purchase Order Cycle Time:**
SC_Req_to_PO_Cycle_Time_Details_Monthly_[Agency]
- **Spend Details Report:** Agencies can extract contract spend percentage from this report. Int_Spend_Details_[Agency].
- **Agency Invoice Approval Cycle Time and Prompt Payment Invoice Percentage:** We created two Agency Compliance reports to assist agencies.
 1. File Name: Agency_Compliance_Monthly
 2. File Name: Agency_Compliance_Qtr#

Navigate to the [MFMP Reporting page](#) on the MFMP Buyer Toolkit to review the 'Reports Job Aid' for additional helpful information such as detailed Report Descriptions, Fields and Date Ranges of the Reports.

Additional Tips

- The [DMS Reports website](#) includes additional helpful reports for agencies.
 - IRs with Last Approver ('IRs_With_Last_Approv' zip file)
 - POs without IRs ('POs_without_IRs' zip file)
 - Invoice Reconciliation Report ('IR' zip file)
- You need a username and password to access the reporting site. To request a password, send an email to MyFloridaMarketPlace@dms.MyFlorida.com. Please include a phone number because we issue passwords only by phone. We post the reports as zipped documents so you need a zip utility to view the data.

Add MFMP Websites to your Favorites

- MyFloridaMarketPlace – <http://MyFloridaMarketPlace.com>
- DMS Reports – <http://MyFloridaMarketPlace.com/reports>
- Toolkit – <http://dms.MyFlorida.com/BuyerToolkit>
- Training Tools – <http://MyFloridaMarketPlace.com/Training>
- Reporting Site – http://dms.MyFlorida.com/MFMP_Reporting

MFMP Customer Service Desk

If you have any questions about any of these tips and tricks, or need other assistance, please contact our Customer Service Desk.

- (866) 352-3776
- BuyerHelp@MyFloridaMarketPlace.com

Lessons Learned

Since the inception of the ABA, the MFMP team has met with agencies to discuss common 'lessons learned' (below) that all agencies can leverage.

- Review the Vendor Inactivations list that MFMP distributes weekly to Agency Liaisons.
- Encourage staff (and especially approvers) to log into MFMP at least once per day. This does not take much time, and brings to their attention transactions in their queue for review and approval.
- Agency Liaisons / Management can consider adding a recurring monthly calendar reminder (e.g., to an Outlook calendar) to check available reports on the [DMS Reports website](#). This assists agencies with monthly metrics monitoring.
- Download and save the available monthly reports for future reference; MFMP refreshes reports with new data as outlined in the [MFMP Reports Job Aid](#) and frequency can be weekly, monthly or quarterly.
- Remind staff to use a 'Delay Purchase Until' date only when appropriate. This helps to more accurately reflect the number of days an order was truly in the approval process.
- Leverage the sample 'Cycle Time' reports within the Analysis tool Prepackaged Reports link. The MFMP team created three Analysis reports for agencies to use and customize for their own purposes. These reports include:

- Requisition cycle time
- Invoice Reconciliation cycle time
- Master Agreement Request cycle time

With these reports, customers can track the following:

- Total number of days to approve an approvable (requisition, invoice reconciliation or master agreement request) across the entire workflow
- Total number of approvers for an approvable
- Number of days it took a particular customer to complete an approval for an approvable
- Percentage of total approval time for a particular approver

- Leverage the 'PRs in Submitted Status' report and the 'IRs with Last Approver Report' to help identify transactions that may need attention / action taken to continue moving through the approval process.
- Leverage the 'All Open Orders with Delay Purchase Until Date' report to confirm transactions that are currently flagged with a 'Delay Purchase Until Date.' This report lists all requisitions in 'Composing,' 'Submitted' and 'Approved' status that have a 'Delay Purchase Until Date' within the last 18 months.