NEW YORK STATE OF OPPORTUNITY. | Office of General Services
Procurement Services

Corning Tower, Empire State Plaza, Albany, NY 12242 | https://ogs.ny.gov/procurement | customer.service@ogs.ny.gov | 518-474-6717

General Information Bulletin

Subject: Umbrella Manufacturer Based Contract - Customer Survey

DATE: January 6, 2020 **CL #:** 868 **GROUP #:** 73600

DESCRIPTION: Survey Monkey: Umbrella Manufacturer Based Contract – Customer Survey

OGS CONTACTS:

Umbrella Manufacturer Team MfrUmbrella.AuthorizedUsers@ogs.ny.gov

Over the last few years the centralized team of procurement professionals at the Office of General Services (OGS) have redesigned Information Technology (IT) procurement for state and local government customers, always looking for ways to better serve our customers while supporting their public security and risk interests. In order to make sure we get it right, it's important for us to understand your perspective and have your input.

Toward that end, we are seeking information from the Authorized User community on the present and future state of the Umbrella Manufacturer suite of contracts, including the challenges and opportunities that your organization has encountered while procuring products, what is and isn't working with respect to the terms and conditions of the Statewide IT Umbrella Manufacturer Award, and your suggestions regarding adding other manufacturers and products to the contracts.

We received great feedback from customers that have responded to previous OGS customer satisfaction surveys – thank you! The current survey is a bit different from surveys in the past because it focuses on your experience using the Umbrella Manufacturer contracts, and the feedback you provide will help shape the future of the contracts. This survey is open to current and past users of the Umbrella Manufacturer contracts, as well as to those that have yet to use the contracts.

We hope that you take this opportunity to let us know what matters most to you and what we can do to serve you better!

Please complete this survey no later than Friday, January 17, 2020:
https://www.surveymonkey.com/r/UMBPR2_2020

Make sure to forward this to others that you think should complete it.