



Office of
General Services

GOVBUY PROCUREMENT CONFERENCE

November 21-22, 2024

Empire State Plaza Convention Center, Albany, NY



Office of
General Services

OGS's Centralized Contract Vendor Feedback System

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OGS's Centralized Contract Vendor Feedback System

Room MR1 | 4:30 PM - 5:15 PM

MODERATOR

Morgan Shute

Program Associate, NYS Procurement Services

PANELIST

David Yarkin

Founder + CEO, Procurated

Agenda

- Introductions
- Goals of today's session
- Defining vendor performance management
- Why VPM matters
 - To Central Procurement
 - To state agencies, municipalities and schools
 - To suppliers
- Implementation in NYS
- How you can participate
- Questions



Introductions



Morgan Shute
OGS



David Yarkin
Procurated



Today's Goals

- Give a good background on vendor performance management
- Understand how VPM can benefit stakeholders
- Learn how OGS is implementing its vendor feedback system
- Find out how you can participate



The Need for a Vendor Feedback System

- OGS has a large portfolio of approximately 1,500 vendors, and over 8,000 Authorized Users.
- OGS consistently receives verbal feedback on its vendors.
- OGS previously used the paper-based “Contract Performance Report” to collect feedback on its vendors.
- Paper-based forms make it difficult to collect data on a large portfolio of contracts, and even more difficult to track trends in the feedback on our portfolio.

**State of New York
Office of General Services
NEW YORK STATE PROCUREMENT
Contract Performance Report**

Please take a moment to let us know how this contract award has measured up to your expectations. If reporting on more than one contractor or product, please make copies as needed. This office will use the information to improve our contract award, where appropriate. **Comments should include those of the product's end user.**

Contract No.: _____ Contractor: _____

Describe Product* Provided (Include Item No., if available): _____

*Note: "Product" is defined as a deliverable under any Bid or Contract, which may include commodities (including printing), services and/or technology. The term "Product" includes Licensed Software.

	Excellent	Good	Acceptable	Unacceptable
• Product meets your needs				
• Product meets contract specifications				
• Pricing				

CONTRACTOR

	Excellent	Good	Acceptable	Unacceptable
• Timeliness of delivery				
• Completeness of order (fill rate)				
• Responsiveness to inquiries				
• Employee courtesy				
• Problem resolution				

Comments: _____

 _____ (over)

Agency: _____ Prepared by: _____
 Address: _____ Title: _____
 _____ Date: _____
 _____ Phone: _____
 _____ E-mail: _____

Please detach or photocopy this form & return by FAX to 518/474-2437 or mail to:

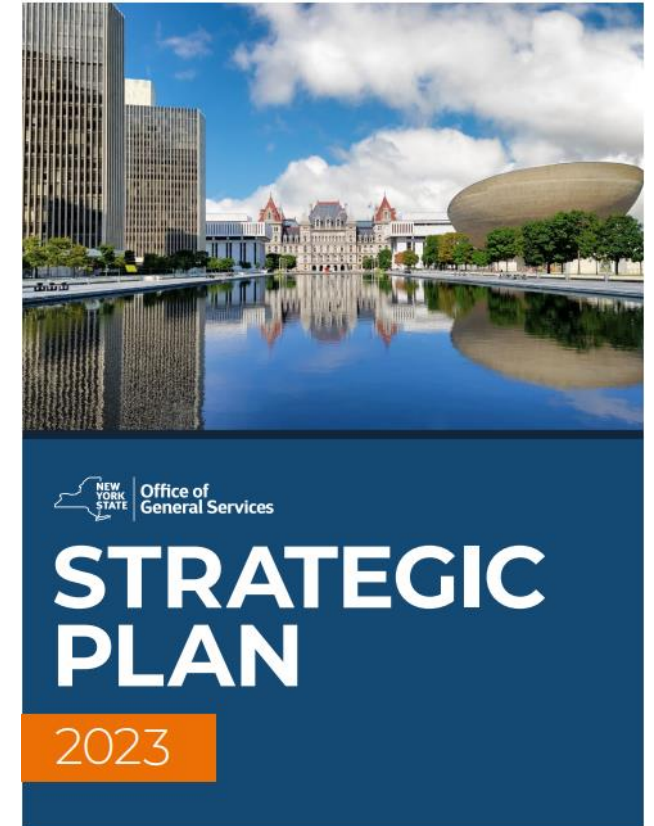
OGS NEW YORK STATE PROCUREMENT
Customer Services, 38th Floor
Corning 2nd Tower - Empire State Plaza
Albany, New York 12242

(continued)



The Solution

- In Initiative 38 of the 2023 OGS Strategic Plan, our Commissioner set the goal of developing a “vendor feedback system” (Initiative 38) for the vendors on OGS Centralized Contracts.
- To meet this goal, OGS has partnered with Procurated to implement an online vendor feedback system.
- This online system essentially replaced the “Contract Performance Report” form attached to each centralized contract and intended for authorized contract users to provide feedback on the products and services provided by each vendor.



Vendor Performance Management Defined

“Vendor Performance Management (VPM) in Government Procurement is a systematic process of monitoring, evaluating, and improving the performance of external suppliers or vendors contracted by government agencies. It involves setting clear performance expectations, measuring vendor performance, providing timely feedback, and taking corrective actions to ensure optimal performance.”

What Do We Mean?

- Systematic process.
- Monitoring + evaluation performance.
- Improving performance.
- Timely feedback.
- Corrective action.



Why VPM Matters: To End Users

- Your voice is now heard!
- Are you struggling to get what you need from your supplier(s)?
- Do you need some assistance in resolving an issue with a supplier?
- Do you need a way to document performance issues?
- Are your colleagues in your organization giving feedback about suppliers to you on an ad hoc basis?
- Do you want to know which suppliers are high performing for your future orders on centralized contracts?
- Are you receiving outstanding service that should be recognized?



Why VPM Matters: To Central Procurement

- Central procurement has one goal: to make sure suppliers enable departments to get their work done.
- Without a system to receive feedback, impossible for central procurement to know how it's going
- Without analytics, impossible to make sense of all the feedback
- Identifying issues early allows procurement to intervene and solve before escalates
- Huge value in recognizing high performance from top suppliers
- Opportunity to train and coach those suppliers who would benefit from performance insights, esp. smaller businesses



Why VPM Matters: To Suppliers

- Central premises: Suppliers want to do a great job and have happy customers, retention is vital
- Impossible to know how every customer really feels
- Many make sizable investments to better serve you, but they're rarely seen or recognized
- Being able to boast about superior performance is a differentiator to grow business on multi-award contracts
- Lack regular touch-base sessions with contract managers, but desire more frequent meetings and actionable info



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OGS's Centralized Contract Vendor Feedback System

- OGS has partnered with Procurated to gather feedback from end users of centralized contracts
- OGS/Procurated will be reaching out to you to ask for a candid review of supplier performance
- Or, you can go to the NYS landing page and provide feedback
- OGS will use this information to better manage its suppliers, address issues with them directly, and help you run your operations effectively.



The screenshot displays a webpage for Procurated. At the top, it says "PROCURATED" and "Using Buyer Reviews to Make an Impact in New York". There is a circular image of a woman with glasses looking at a tablet. Below this, there are three review cards, each with five stars and a short text snippet. The main text on the page reads: "The New York Review Collection Program is an initiative to gather actionable feedback on supplier performance." Below this, it says "Select a New York State supplier to contribute a review. (Find your supplier by name through the links below)". There are four orange buttons labeled "#, A-B", "C", "D-E", and "G-I".



OGS's Centralized Contract Vendor Feedback System

- OGS will be able to see the performance by agency (or municipality) for every supplier
- If an issue exists, they can identify it early
- Or they can recognize a supplier's outstanding performance with an agency
- AI pulls out recurring themes from reviews, helping contract managers see same issues from multiple agencies.

PROCURATED	
Overall Performance	Performance by
Organization	
DEPT OF AGRICULTURE AND FORESTRY	
DEPT OF MILITARY AFFAIRS	
Department Of Public Safety	
Department Of Transportation & Develop	
Department of Children and Family Serv	
EXECUTIVE DEPARTMENT	
LDH DEVELOPMENTAL DISABILITIES CO	
LDH NORTHWEST LOUISIANA HUMAN S	
LDH OFFICE OF AGING AND ADULT SERV	★★★★☆ (4/5) 1
LDH OFFICE OF THE SECRETARY	★☆☆☆☆ (1/5) 1
LDH SOUTH CENTRAL LA HUMAN SERV AUTH	★★★★☆ (3/5) 1
LOUISIANA STATE DEPARTMENTS TRANSPORTATION AND DEV	★★★★☆ (3.7/5) 3
LOUISIANA STATE RACING COMMISSION	★★★★★ (5/5) 1
La Dept Of Corrections	★★★★☆ (3.2/5) 5

Review Summary AI

The reviews of [redacted] are very positive, with customers praising the company's quality products, prompt delivery, and helpful customer service. Many customers appreciate the wide selection and availability of products, making [redacted] a reliable vendor for their maintenance and facilities supplies. Some customers mention that pricing can be a bit high on certain items, and occasionally they are able to find the same items cheaper elsewhere, but in general, the majority of customers are satisfied with [redacted] and have not had any major issues. Common positive themes in the reviews include excellent product quality, prompt delivery, and helpful customer service. While some customers praise [redacted] for its reliability and wide selection of products, others appreciate the quick resolution of technical issues and effective communication. Many customers also acknowledge [redacted]'s quality machines and quick response to questions and issues. However, some negative themes in the reviews indicate that [redacted]'s pricing can be a bit high on certain items, and some customers have experienced delays in receiving supplies or experienced difficulties in navigating [redacted]'s website. Additionally, a few reviews mention issues with timeliness and communication from the company, along with some dissatisfaction with the customer service and delivery of supplies.

Last Updated 9/18/2024



Questions? Thank you!

Morgan Shute

518-473-3980

morgan.shute@ogs.ny.gov

David Yarkin

717-395-7726

david@procurated.com

<https://go.procurated.com/new-york/>



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