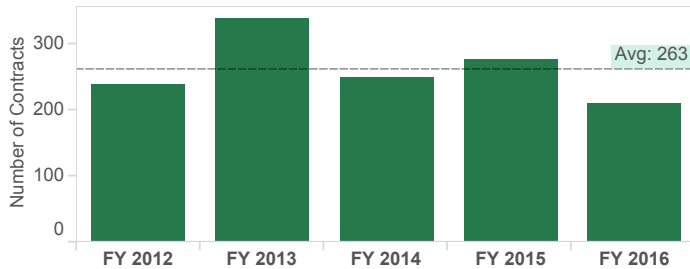


Contract Results Table

Contract and grant development at MPCA is about operational excellence and timely, transparent, reliable and user-focused service delivery. The MPCA Contracts Team partners with agency programs to accomplish our organization's strategic objectives when external resources are needed, while ensuring the agency meets procurement requirements and models fiduciary excellence.

How much work do we do?

How many contracts and grants do we execute?

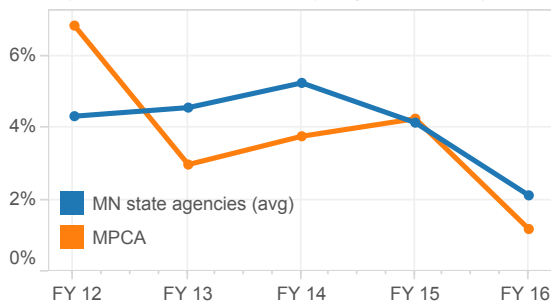


The Contract Unit is comprised of 11 Contract Specialists providing assistance for the development of all types of Professional-Technical contracts and grants. In FY16 we executed over 200 agreements accounting for PT RFPs, Quick Calls and contracts including master contracts, Grant RFGAs and grant agreements, annual plan agreements, interagency agreements, income agreements, joint powers agreements, single source PTs, and some work orders. In addition we complete an average of 160 amendments each year. The reduced number of contracts and grants in FY16 is due in part to legislative budget cuts.

How well are we doing?

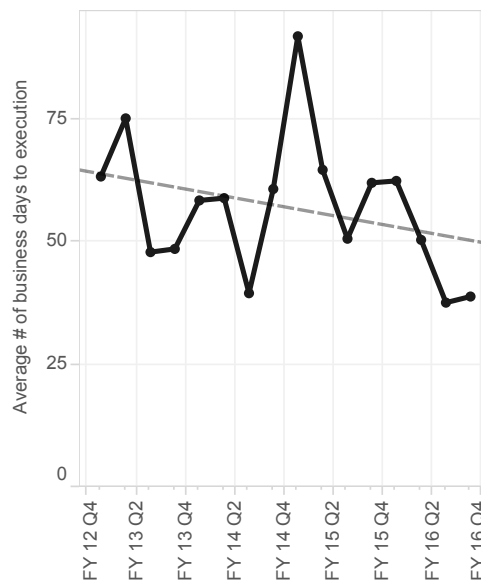
Contract Return Rate

(% of contracts returned by Dept. of Admin.)



The Department of Admin provides final approval on most Professional Technical contracts. They track the percentage of those that are unacceptable or need significant revisions for every state agency. The graph shows that MPCA typically, and currently, has a lower return rate than the average for state agencies. Importantly, we use this data to help keep us in that status. When we noticed a decline in our performance in FY15, we worked diligently to address the issue and stem the trend, which is indicated in the data for FY16.

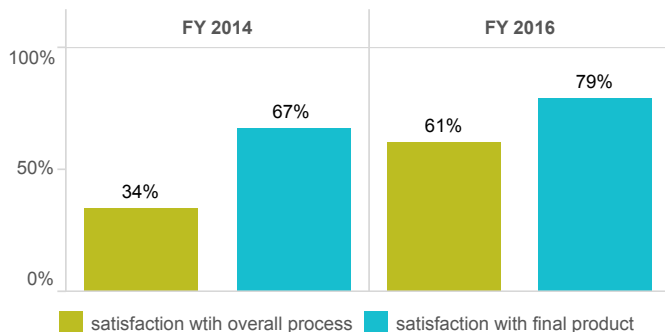
How long does it take to execute contracts and grants?



Through a number of major and minor continuous improvement efforts the MPCA has been working to improve the time it takes to execute an agreement. Given the wide variety of contract and grant types, and the complexity associated with any individual project, it is always a challenge to assign a meaningful average. However, after implementing a number of improvement recommendations over the last few years, our average 'cycle time' from request to execution has dropped by 62% (quarterly average) between FY13 Q1 and FY16 Q4. This improvement includes all contract/grant types except for solicitations, amendments and certifications.

Is anyone better off?

Customer Satisfaction



We conducted a customer satisfaction survey in early 2014 and again in early 2016. For the baseline survey, we contacted all agency staff and leaders that had been involved in a contract or grant within the previous two years to learn about the issues that were most important to them and to help us design meaningful improvements that will increase satisfaction.

Our goal was to improve overall satisfaction with the contract and grant development process to 66% by 7/1/16 (from 34% in 2014). Based on the 2016 follow up survey, overall satisfaction has risen to 61%. During that same 2-year period, satisfaction with the final product (an executed contract or grant) increased from 67% to 79%.