



NEW YORK VEHICLE MARKETPLACE
Office of General Services & Negometrix Inc.



The New York State Vehicle Marketplace

New York State's Vehicle Marketplace has been in place since 2014 and has supported more than 5000 vehicle requests from more than 800 municipalities across New York State.

The marketplace facilitates in a centralized, continuous recruitment contract that allows more qualified dealers to participate in statewide purchases of vehicles to increase competition and drive down prices.

Authorized users can submit their vehicle needs and dealers on contract can compete by responding to these requests.

The marketplace has offered the Authorized users:

- More manufacturers to choose from
- More ways to order: "off-the-lot" or build to specs
- A simpler process; the OGS purchasing team is more involved

The marketplace has increased competition & savings by allowing more contractors to participate. Vehicle purchases have increased 29% since the launch of the Marketplace.

Digitizing the Marketplace

As with most repetitive processes, digitization will save time, cost and reduce errors, while at the same time the abovementioned benefits will increase with a more efficient process. New York State has made this business case and decided to invest in automating the existing Marketplace.

Proven technology Negometrix

Negometrix has 18 years of experience in the public procurement sector. Within our broad range of purchasing modules, the online Marketplace as one of the most appraised. Negometrix has over 100 marketplaces running (on Services, Supplies and Sourcing), each of them with numerous categories with up to thousands of participating vendors per marketplace.

Implementation and support

Not only does Negometrix have the technology, we also have the experience to guide agencies in jointly designing their current practices into the new digital workflows.

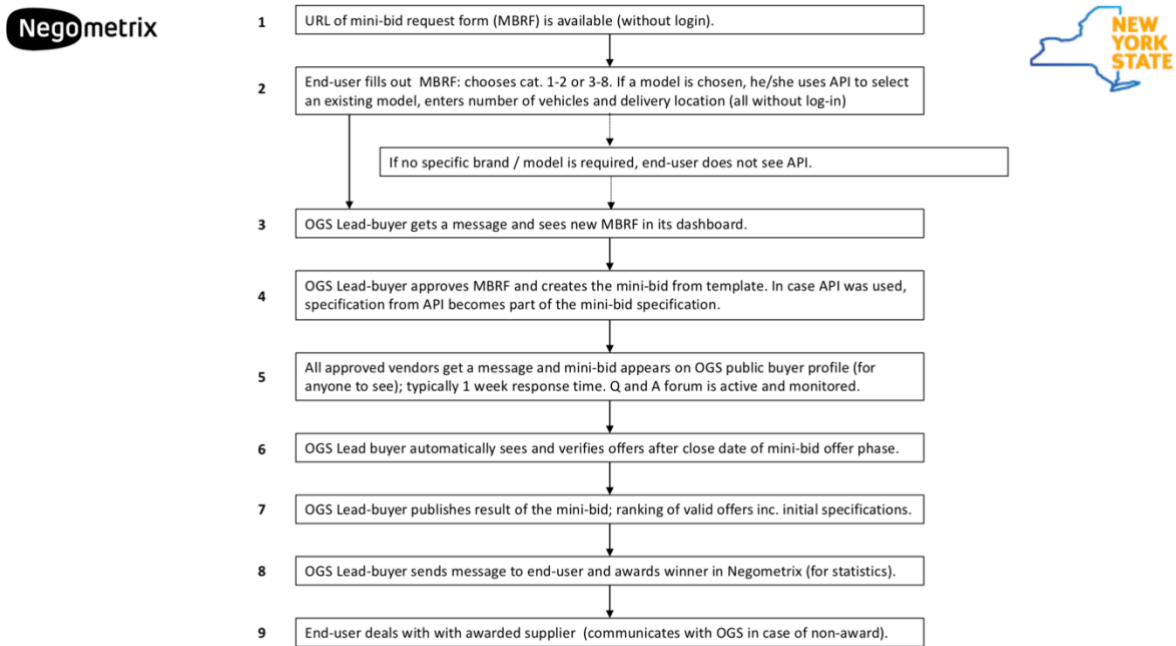
We are currently in the process of identifying the specifics of the OGS Vehicle Marketplace to implement into the software. Once agreed on the process flows the implementation will be started and one of our experienced consultants will train key-users to manage the marketplace and guide the onboarding of authorized users and vendors.

From the time that the marketplace is live, Negometrix offers a free of charge Service desk available during business hours for all authorized users as well the dealers. Each call is answered within 10 seconds by an experienced consultant that is equipped to handle 95% of the requests within that same call. Regular management information based on these calls is fed back to the buying organization in order to jointly improve workflows.

Specifics OGS Marketplace

Negometrix has facilitated two demonstrations of the software and had numerous discussions with OGS staff on the envisioned digitized marketplace. Current workflows at OGS have been compared to the existing workflows in Negometrix resulting in a list of focus areas for the next steps.

Process flow chart



Car Query API

While preparing the individual mini-bids, in 25% of the cases, authorized users have specified a vehicle that was not available on the market exactly as specified. Together with OGS, we will address this issue by including an API in the Negometrix workflow forcing selecting existing vehicle make and models.

Publish bid results

A slight difference in the current process of OGS and existing Negometrix functionality can be found at the end of the bidding procedure. OGS publishes the complete result of the bidding whereas in Negometrix, the result is only published to the bidding vendors. We would like to discuss the best possible solution in our digitized marketplace.

Customer journey

The user experience for vendors, authorized users as well as the OGS staff must be seamless. Even though this is already the case with Negometrix, it will prove helpful to precisely define the different user roles together.