Vendor Relationships

Presented by:
Angie Gibson
Contracts Manager

July 12, 2006
Overview

- Ingenium Profile
- What is a Vendor/Supplier?
- Vendor Selection
- Performance Metrics
- Contract Terms
- Evaluating Vendors
- Performance Issues
- Relationship Building
- Questions
Ingenium Profile

- Founded in 1992
- Headquarter in Upper Marlboro
- 9 Corporate Locations
- Government, DoD, Healthcare and State & Local Markets
- Business Areas
  - Enterprise Systems Solutions
  - Software Development
  - NetCentric Computing Services
  - Business Transformation Planning and Facilitation
  - Health Care IT/Enterprise Services
  - Program Management
  - Customer Relationship Management

- An ISO 9001:2000 certified company
What is a Vendor?

- **Vendor**
  - Supplier of product and services

- **Quality**
  - Ability to satisfy stated or implied needs
  - Subjective
Vendor Selection

- **Do Your Homework**
  - Know Your Vendor
  - Dun & Bradstreet, if Necessary
  - Request Quote with references
  - How Many Wins, Loss, etc.

- **Vendor Requisition Form**

- **Develop Approved Vendor List**

- **Accounts Payable role is key**
Contract Terms

- Get Everything in Writing
- Understand the Requirement
  - Engage Specialist

- Develop Appropriate Terms & Conditions
  - Independent Contract Agreements
  - Teaming Arrangements
  - Subcontractor Agreement
  - Approved Purchase Order
Performance Metrics

- Key to Successful Vendor Management
- Develop Metrics that support your goals
- Develop Service Level Agreements
Evaluation of Vendors

- Be proactive
- Vendor Monitoring System
  - Surveys
  - Ratings
- Periodic reviews and reporting
- Communication with Vendors
Performance Issues

- Provide Timely Notice
- Follow-up Evaluation
- Alternative Solutions
  - Swapping out
- Invoke Terms of Agreement
  - Termination
  - Payment
- Rejected Vendor List
- Meet Periodically with Vendor/Suppliers
- Keeping Vendors Inform re: Opportunities
- Best Practices; White Papers
- Networking