



Vendor Relationships

Presented by:

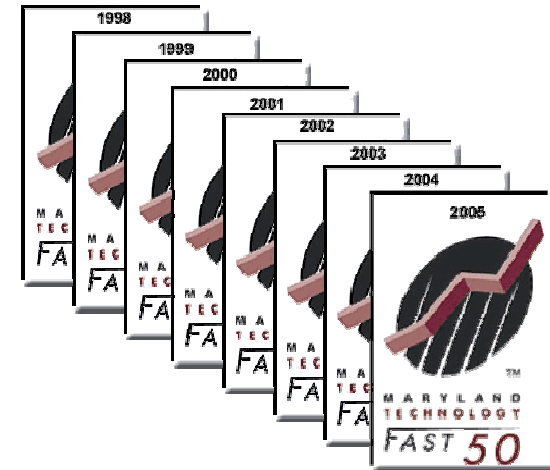
Angie Gibson

Contracts Manager

July 12, 2006

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

- ❖ **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**



❖ Vendor

- Supplier of product and services



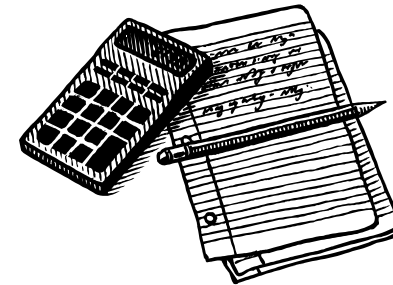
❖ Quality

- Ability to satisfy stated or implied needs
- Subjective



❖ Do Your Homework

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



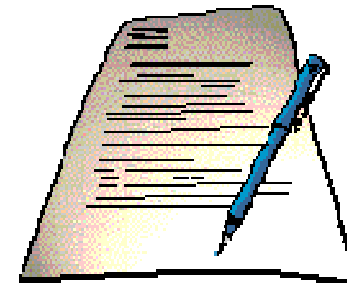
❖ Vendor Requisition Form

❖ Develop Approved Vendor List

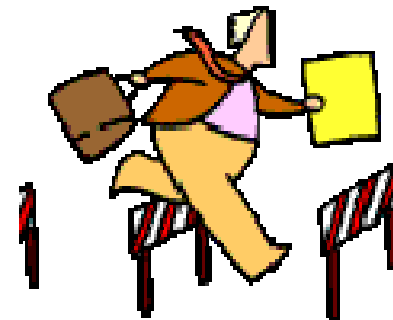
❖ Accounts Payable role is key



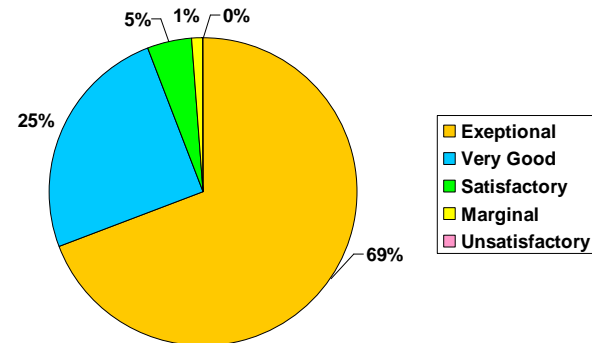
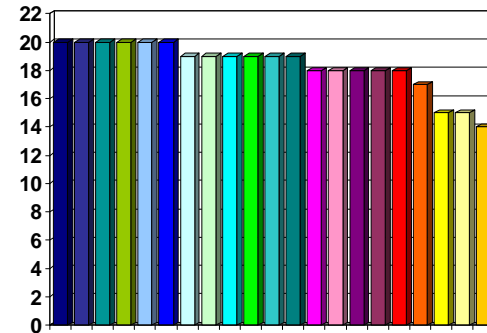
- ❖ **Get Everything in Writing**
- ❖ **Understand the Requirement**
 - Engage Specialist
- ❖ **Develop Appropriate Terms & Conditions**
 - Independent Contract Agreements
 - Teaming Arrangements
 - Subcontractor Agreement
 - Approved Purchase Order



- ❖ **Key to Successful Vendor Management**
- ❖ **Develop Metrics that support your goals**
- ❖ **Develop Service Level Agreements**



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



- ❖ **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**



