

Department of Administrative Services

Bureau of Enterprise Systems and Technology

Planning and Architecture Services Division (PASD)

Vendor Management Office



Vendor Management Office roles

- Work with Architecture to Update Products and Services
- Manage Information coming into the Enterprise
 - Work within the Business Development Model
 - Coordinate with the Enterprise Architecture and Service
- Identify Opportunities for E-government Solutions
- Identify Common Application Uses

PASD – Vendor Management Office

VMO Responsibilities

- IT Vendor Point of Entry/Contact
- Manage Vendor Interactions with DAS/BEST Divisions and monitor interactions with State Agencies
- Vendor and User Education
- Provide Vendor Information to Users
- Problem Management

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VMO Goals

- ❑ To develop and enhance relationships with vendors to provide solutions at an Enterprise level
- ❑ Assist DAS/BEST and vendors in the appropriate ways to garner information and resources for the State without harming a vendor's ability to do business with the State
- ❑ Achieve productive relationships with vendors that includes accountability for both parties
- ❑ Understand a vendor's goals and objectives
- ❑ Coordinate meetings where the goal is to determine how to improve processes and technical architecture in order to achieve mutual goals
- ❑ Provide accurate, fair and usable vendor performance information

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IT Vendor Point of Entry/Contact

- The Vendor Management Office (VMO) will be the point of contact for all IT vendors seeking to communicate or do business with DAS/BEST
- The VMO will be the communication and education vehicle for information to and from vendors – except during the procurement lifecycle
- The VMO will provide timely and useful information to vendors wishing to do business with the State

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Vendor Education

- The VMO will educate vendors on the appropriate ways to interact, distribute information and communicate with DAS/BEST and the State
- The VMO will appropriately engage vendors for product information and demonstrations
- The VMO will provide IT procurement process information to vendors

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Cross Divisional Communication

- The VMO will communicate to the appropriate division(s) information it gains from vendors that may assist that division in providing better customer service, achieve savings for the state or to enhance technology
- The VMO will not be directly involved in any procurement but will be a source of information for all DAS/BEST divisions, including procurement and to any State entity seeking vendor information

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VMO for Vendors

- Ethics
 - Please review all pertinent ethical and regulatory sites, including but not limited to:
 - <http://www.ct.gov/ethics/cwp/view.asp?a=2313&Q=311896>
 - http://www.ct.gov/opm/cwp/view.asp?a=2982&q=386038&opmNav_GID=1806
 - http://www.ct.gov/opm/cwp/view.asp?a=2982&q=390928&opmNav_GID=1806

- Procurement Information
 - Please bookmark and review regularly our website at:
 - <http://www.ct.gov/best/cwp/view.asp?a=1306&Q=254998>
 - On the next two slides please find a summary of the DAS/BEST procurement brochure

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About BEST Procurement

❑ **How do I do business with DAS/BEST?**

All that is required to start is to submit a response to an ITB or a RFP.

- ❑ Both ITBs and RFPs have strict due dates and times, as mandated by State statute. Any bid or RFP response received after the published closing date and time **cannot be accepted**. For more information please visit: <http://das.ct.gov/cr1.aspx?page=256>

❑ **What is an ITB?**

An ITB (Invitation to Bid) is a request from the State for pricing of specific items. The quantities and types are listed in the ITB documents. The products offered in the ITB response **must** meet all of the specifications outlined in the ITB. The ITB process does not permit any negotiations of terms or conditions.

❑ **What is an RFP?**

An RFP (Request for Proposal) is a request from the State for a solution to a business situation or condition that relies on the expertise of the vendor to propose the best solution. The responses are reviewed by the State. After both Technical and Cost Proposals have been evaluated, a contract is negotiated with the most cost-effective vendor.

❑ **What does “SBE” in front of the bid number mean?**

Bids labeled SBE are “Set-Aside” bids and are limited to Connecticut vendors that are *currently certified* through the Department of Administrative Services (DAS) as a certified Small Business Enterprise (SBE) or Minority Business Enterprise (MBE). For more information on the Set-Aside Program, vendors may access the DAS website at: <http://das.ct.gov> or call (860) 713-5236. Bids received by non-certified companies cannot be⁹ considered.

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About BEST Procurement (2)

❑ **How do I find out when a new ITB or RFP is released?**

We advertise in a widely circulated newspaper. Vendors may check for postings on the DAS/BEST website by going to <http://www.ct.gov/best/cwp/view.asp?a=1306&Q=254998> and selecting Register for Bid Notification. Vendors may also sign up for our free ITB and RFP notification through email by going to <http://das.ct.gov/cr1.aspx?page=161>.

❑ **After I have responded to an ITB or RFP, how do I know if I was the successful bidder / proposer?**

For ITBs: DAS/BEST will make a Contract Award to the vendor meeting all requirements of the bid specifications at the lowest cost.

For RFPs: The successful proposer to an RFP will be notified after the Evaluation Team reviews all responses and the vendor is invited to enter into negotiation for a contract. All respondents are notified regarding the award.

All Contract Awards are posted on the DAS/BEST website.

❑ **How does an Agency use the contract?**

To purchase from a contract, a State agency must use a Purchase Order issued by the State Comptroller. In order for a vendor to be issued a purchase order, the **vendor must be on file** at the Office of the Secretary of the State. Visit the website at: www.sots.ct.gov or call (860) 509-6000 for more information.

❑ **Do I have to register to do business with DAS/BEST?**

There is no formal registration process to conduct business with DAS/BEST.

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BEST Contact Information

- If you have any questions, concerns or comments please contact the VMO at:
 - (860) 622-2058, or
 - Doit.vendormanagement@ct.gov

- Thank you!