

EOTA – Business Process

	<p><i>Document Title:</i></p> <p>Vendor Selection and Management Process</p>
	<p><i>Document Number:</i></p> <p>ADMP-002 Rev. 11_0203</p>
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<p><i>Parent Document:</i> Q-001, Quality Manual</p>	<p><i>Notify of Changes:</i> EOTA Employees</p>
<p><i>Referenced Document(s):</i> ADMF-009 Vendor Audit Plan, ADMF-010 Vendor Audit Checklist, ADMF-011 Vendor Audit Report, ADMF-015 Vendor Evaluation Record, ADMP-001 Procurement Process, ADMF-016 EOTA Vendor List, REG-003 Record Register</p>	

Revision History:

Rev.	Description of Change
A	Initial Release
08_1110	Added verbiage and reference for ADMF-016, EOTA Vendor List to process.
08_1118	Modified process to remove Administrative Assistant/AA and indicate new steps within process for vendor selection and monitoring.
09_0903	Modified process to coincide with new vendor selection criteria.
11_0203	Changed Item 1.0 and 2.0 action officer from Requestor to VRT and changed item 3.0 Requestor to VRT and added FMT.

I. Purpose

To establish the process for selecting, evaluating, approving, and re-evaluating Vendors.

II. Scope

This process applies to EOTA employees involved in Vendor approval and / or management activities.

III. Responsibility

Vendor Review Team (VRT) – In conjunction with the QAM, is responsible for maintaining the Approved Vendor List (AVL). The VRT is also responsible for the evaluation, approval, and monitoring of EOTA's Vendors, as applicable.

Requestor – Responsible for assisting VRT in determining Vendor Category.

Program Manager (PM1) – Responsible for working with the Requestor/OLSS to identify the Vendor Evaluation Method and determine whether the Vendor is qualified/approved.

Federal Management Team (FMT) – Responsible for working with the Requestor/OLSS to identify the Vendor Evaluation Method and determine whether the Vendor is qualified/approved.

Online Learning Support Specialist (OLSS) – Responsible for assisting requestor with the vendor selection and adding approved vendors to ADMF-016, Approved Vendor List (AVL).

IV. Definitions

Vendor Levels – Classification used to determine the Vendor Evaluation Method. See Step 1.0 for further description.

Vendor Audit – A process for obtaining objective evidence to determine the extent to which Quality/Business Management System criteria are satisfied. Vendor audits require an EOTA ISO auditor to complete a quality assessment of the vendor's business practices and document the results on ADMF-011.

Vendor Evaluation Record – Report that contains data on EOTA Vendors as a result of VRT meetings.

GSA – General Services Administration, a listing of vendors approved for use by government-managed organizations.

U.S. Government Excluded Parties List System – Web-based listing of vendors that should not be considered for use by organizations executing procurement actions on behalf of the U.S. Government.

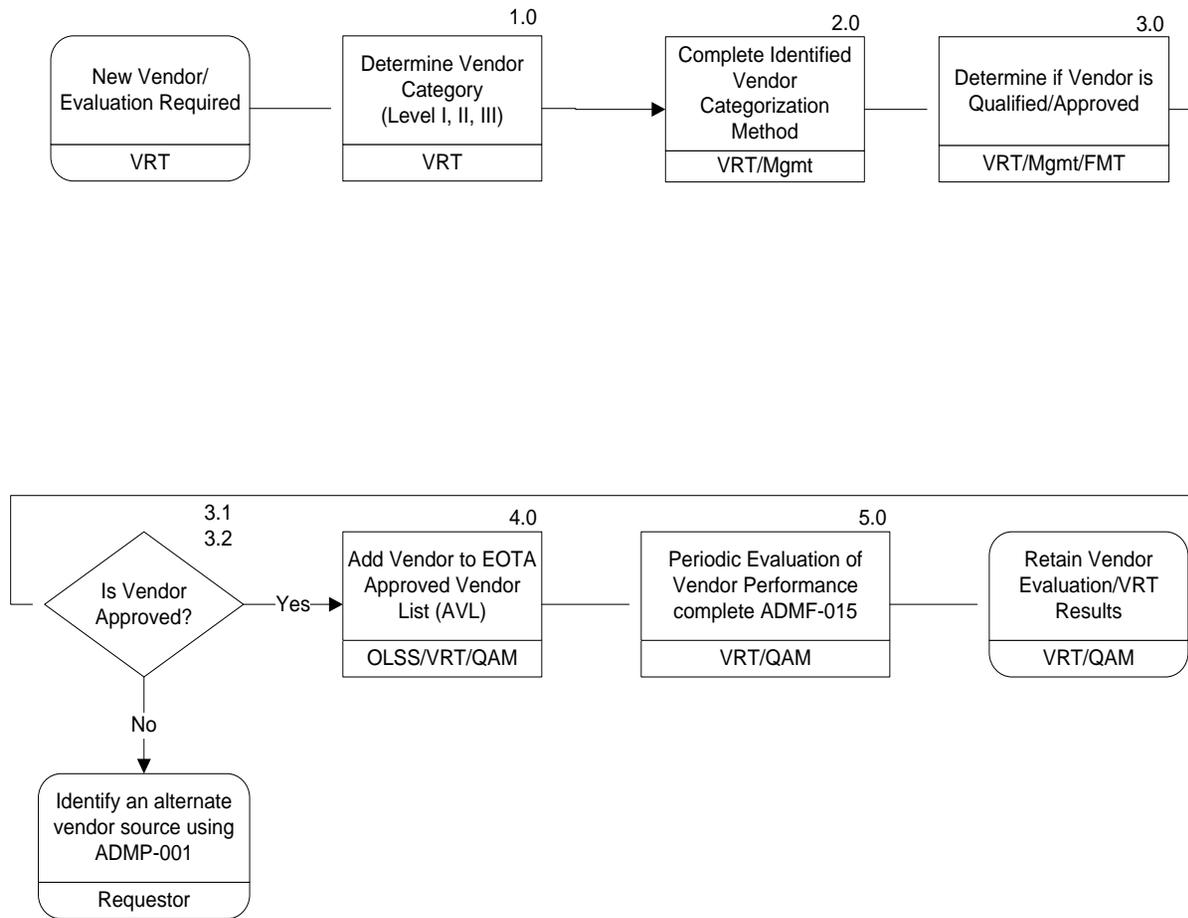
VCA - Vendor Corrective Action

NCR – Nonconformance Report

Vendor Evaluation/ Re-evaluation Criteria:

Evaluation Topic	Evaluation Criteria	Rating
Delivery	90% - 100% on-time deliveries	1
	75% - 89% on-time deliveries	2
	< 75% on-time deliveries	3
NCR	No NCR or VCA (includes providing applicable material/reports, etc.- consistently)	1
	<5% of deliveries (includes providing applicable material/reports, etc.- majority)	2
	> 5% of deliveries (typically do not include applicable material/reports, etc.)	3
Vendor Quality	Exceptional	1
	Acceptable	2
	Unacceptable	3

V. Process



1.0 Determine Vendor Category (By Level)

When new vendor (not yet on the Approved Vendor List) identification is required using ADMP-001, Procurement Process, the OLSS, working with a member of the VRT and PM1 will determine the Vendor Category and requirements such as time sensitivity/delivery constraints as defined below:

Vendor Level	Vendor Type	Vendor Categorization Method
I	Critical Vendor/Sole Source (Item/service to be purchased is critical to EOTA product development or item required for EOTA product development is only available through a sole source)	Competitive Quote Submission and/or Audit* Sole Source Justification as applicable
II	Important Vendor/Multiple Source (Item/service to be purchased is important to EOTA product development and available through multiple sources)	Best value including Competitive Bid (3 Quotes) and/or resume, location review, specialty evaluation requirements
III	Non-product related Vendor (Item/service to be purchased is not directly related to EOTA product development and available through multiple sources)	Best value including Competitive Bid (3 Quotes)
OBS	If it is found that a Vendor has been inactive for 18 months or more, the VRT may change the status of the Vendor to Obsolete (OBS).	Refer to Step 5.0
“-CS”	*Customer Specified vendor. This will be indicated on the AVL by appending “-CS” to the specified Vendor level.	Sole Source Justification annotation on ADMF-001

*A vendor audit is not required for Customer Specified Level I Vendors. Procurement from vendors that have been Customer Specified is authorized based on Sole Source Justification included on ADMF-001, Purchase Authorization.

An audit is not required for specified Level I Vendors that are ISO 9001:2008 registered. A copy of the vendor Certificate of Registration will be obtained by the OLSS and will be maintained as identified on the Record Register.

2.0 Complete Identified Vendor Categorization Method

The OLSS, working with EOTA Management, as required, will complete the identified Vendor Categorization Method (as defined in the table in Step 1.0). New vendors must be vetted using the criteria listed for the appropriate Vendor Level listed in Step 1.0.

- If a vendor is being considered as a Vendor Level I, the following must be accomplished: A Quote Submission, Audit and/or Sole Source Justification as applicable. Sole Source Justification will be annotated on the reverse of the ADMF-001, Purchase Authorization associated with the procurement action involving the considered vendor. *Note: A Vendor audit is not required for Customer Specified Level I Vendors. The EOTA is authorized to procure the material from Customer specified Vendors upon receipt of a Sole Source Justification.*
- If a vendor is being considered as a Vendor Level II, the following steps must be taken, as applicable: identify “Best Value” by securing a competitive bid (3 Written Quotes should be obtained), secure a resume, determine if vendor location is suitable, and/or determine if vendor meets specialty evaluation requirements,.
- If a vendor is being considered as a Vendor Level III, verify that the vendor is not listed in the U.S. Government’s “Excluded Parties List System” (www.epls.gov). If vendor appears on the Excluded Parties List System they cannot be approved in step 3.0.

A Level I Vendor on-site audit may be necessary for critical/sole source Vendors where Vendor partnering is required due to a criticality of the material/product. Due to the cost and time demands associated with an on-site audit, the VRT will make this recommendation with final determination made by PM1.

When Vendor Audits are required, the following forms will be used for the preparation and reporting of the Vendor audit results: ADMF-009, Vendor Audit Plan; ADMF-010, Vendor Audit Checklist; ADMF-011, Vendor Audit Report

3.0 Determine if Vendor is Qualified/Approved

The OLSS, working with PM1, FMT, and/or VRT, will determine if the Vendor is Qualified/Approved. Note: For vendors that have been used prior to 8/1/07, it will be assumed that they are approved/grandfathered. These vendors will not require an initial evaluation as defined in the Vendor Categorization Methods (table in Step 1.0).

3.1 If the vendor is qualified/approved, the requestor will proceed to Step 4.0.

3.2 If the vendor is not qualified/approved, the requestor will identify an alternate vendor using ADMP-001, Procurement Process.

4.0 Add Vendor to the EOTA Approved Vendor List (AVL)

The OLSS/VRT/QAM will add the Vendor to the Approved Vendor List (AVL).

5.0 Periodic Evaluation of Vendor Performance complete ADMF-015

The VRT/QAM will compile the material-related performance data in support of the Vendor Evaluation Period. The QAM will compile the student feedback survey data and/or After Action Report information relevant to products developed using Subject Matter Expert services to provide evaluation information for the Vendor Evaluation Period.

Vendor evaluations will be performed by the VRT on a periodic basis (semi-annually). The VRT will review the compiled vendor performance data (materials and services) and complete the ADMF-015, Vendor Evaluation Record. The VRT will utilize the Vendor Evaluation/Re-evaluation Criteria defined in Section IV, Definitions, when completing the Vendor Evaluation. *Note: A vendor will be placed on the "Do Not Use" section of ADMF-016, EOTA Vendor List if the vendor has not met Vendor Evaluation/Re-evaluation Criteria. A record of the AVL and associated Agenda will be maintained by the VRT.*

As a result of the VRT review, if it is found that a vendor has been inactive for 18 months or more, the VRT may change the disposition of the vendor to Obsolete (OBS) on the AVL. In the future, if the vendor is reactivated, a Vendor Evaluation is not required unless requested by the VRT. The VRT is authorized to add the vendor to the AVL at the previously assigned level.

The VRT will verify the assigned level of the vendors utilized during the applicable evaluation period and evaluate them using ADMF-015, Vendor Evaluation Record.

As a result of the evaluation, vendors will be listed as: Approved (Rating =1), Conditionally Approved (Rating = 2), or Disqualified (Rating = 3). The results of the VRT will be entered in the AVL by the OLSS or VRT.

A vendor evaluation may be conducted at any time at the discretion of the VRT, FMT, and/or PM1.

Upon completion of the evaluation, the Vendor Evaluation results will be retained by the VRT as identified in the Record Register.