

Vendor Management RFP Questions

Bidder's Conference

8/12/22

Discussion led by Lisa Hinson-Hatz, VR Director, Beth Durant, Field Service Administrator, Bill Gaffney, Contract Manager and Chrissy Langille-Lewis, Program Assistant

Five individuals attended the session with VRNH staff and asked questions.

Questions/Answers included:

- 1) What is current process for on boarding new vendors? VRNH has a very informal process where interested vendors are interviewed, ask what services they will provide, what fees they will charge and have them fill out paperwork to be a state vendor.
- 2) What is the vendor approval process? The agency informally examines all the information obtained, ensures there is a need for the service and makes a decision to bring them on board as a vendor or not.
- 3) Is there an existing self-assessment or checklist for vendors? No
- 4) Is there an existing vendor risk policy? No
- 5) How is customer-sensitive data handled? Is there a privacy policy for handling personally identifiable information (PII)? Not currently but this will be developed in the future.
- 6) Is there a vendor risk assessment policy for the NHED as a whole? Not that we are aware of at this time.
- 7) What are the requirements for frequency of background checks? There are no established requirements for background checks right now.
- 8) What is the background check process/policy/frequency for schools? They do a background check for teaching credentialing and for individual school employment opportunities. They would have to do a new background check if they leave the field and return.
- 9) How are vendors offering their services? This depends on the type of vendor. Community Rehabilitation Programs meet with customers virtually or remotely, doctors have appointments, audiologists schedule assessments, etc.

- 10) How is the follow-up and reporting currently being handled/tracked?
Mostly via email. We keep reports and other documentation related to service provision in the current case management system.
- 11) What specific items/information that could change from year to year?
We would want a way to keep updated on changes in the vendor, so that we have updated information and metrics for service provision.
- 12) Back ground checks for specific individuals or just organizations?
Individuals
- 13) Details on satisfaction survey? This question could mean many things but it would be good for a standard template be created to gather customer satisfaction with all vendor services.
- 14) How is case closure tracked? In a case management system
(AWARE---Alliance Enterprises)
- 15) How many current vendors anticipated future? The agency gains approximately 70 new vendors each year.
- 16) What is current onboarding process? Informal training going through the forms and services for CRP's and identifying
- 17) What are the current number of vendors?
 - a. CRP's – 40
 - b. Other – 1,400
- 18) How many new vendors come in each month or year? 6 a month, 70 a year.
- 19) Can you share the current vendor agreement? Yes
- 20) Question: Language in document is stating vendor Management System as well as program service language. Can you clarify scope of project is for specifically :
- 21) 1.) vendor management system or
- 22) 2.) vendor management system and vendor program services/consultancy?

When we mention system we mean a comprehensive approach to managing all vendors in the agency. Are they providing quality services? Are their outcomes what we expect? Do we have a way to track those outcomes? Do we have appropriate and efficient onboarding and training for new vendors? Is it clear how we do background checks? What is the process for that? The system encompasses all aspects of vendor management.

Attachments:

P-37 form

Exhibit D-G

Service Agreement

Link to all CRP forms: [Community Rehabilitation Program | Department of Education \(nh.gov\)](#)