

# California Office of State Publishing Vendor Management Program

## Overview

The staff at the Office of State Publishing (OSP) uses the Vendor Management Program to develop business partnerships with vendors who provide printing, bindery, and other related materials and services. The Vendor Management Program is composed of two elements: 1) vendor certifications and 2) vendor performance evaluations.

### Vendor Certifications:

The certification process involves the completion of a vendor application package, review, and data entry into OSP's vendor database. Vendor information is verified by staff visits to the vendor's place of business which includes at least one production tour and discussions about business issues. All vendors must be in OSP's database in order to be given OSP bid opportunities.

### Vendor Performance Evaluations:

Vendor performance evaluations help vendors meet and exceed OSP performance requirements. Vendor evaluations are used to identify, record, and discuss performance with vendors. OSP's performance requirements fall into four categories as follows:

- 1) quality and reliability
- 2) delivery and dependability
- 3) price and ownership
- 4) business and technology

Each category includes specific performance standards which are rated by OSP staff, customers, and/or vendors (self-evaluations). Evaluations are reviewed with each related vendor. Vendor strengths and weaknesses are discussed, plans of action mutually developed, and progress carefully monitored.