

State and Local Agency Responsibilities in Vendor Management

Responsibility	State Agency	Local Agency	Both
Vendor Authorization	Accept all initial applications; review Limitation Criteria; authorize an appropriate number and distribution of vendors. After Limitation Criteria acceptance, give notice to local agency vendor coordinator regarding the possible need to review Minimum Authorization Criteria & perform on-site visit. Visit vendor for POS system certification. Visit vendor for verification of Authorization Criteria and required initial training.	Responsible for any on-site pre-authorization initial evaluations <u>when</u> assigned by the State agency. Visit vendor with state vendor coordinator for verification of Authorization Criteria and required initial training.	Assess and clarify any difficulties regarding the initial authorization criteria.
Vendor Agreements	Revise Utah WIC Vendor Agreements every 3 years per federal regulations and upon approval by USDA. Renewal of all Utah WIC Vendor Agreements every three years.	Notify the State of vendors that have closed, changed ownership and/or who are not in compliance with the Utah WIC Vendor Agreement.	Determine the effectiveness of the Vendor Agreement provisions.

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Vendor Complaints	Accept, investigate, and resolve all vendor-related complaints received by the state. All vendor complaints received by the State Agency will be resolved or referred to the local agency or USDA within ten (10) working days.	Accept, document, investigate, and resolve all vendor related complaints received from the State Agency, participants, vendors, or other means. All vendor complaints will be resolved by the local agency or referred to the State WIC office within ten (10) working days of acceptance or notification.	Resolve complaints within the time frames.
Vendor Training	Develop and annually revise vendor training materials. Provide annual vendor training for all Utah WIC Vendors. Assign vendor training visits to local WIC agencies for three-year interactive training. Provide technical assistance to local agencies in completion of the three (3) year interactive training.	Responsible for all training assigned by the State agency including three-year interactive training. Provide effective vendor training to employees in accordance to the state vendor training presentation. The local agency has no requirement for annual WIC Vendor training. Enter completed vendor trainings <u>documentation</u> in VISION <u>and Sharepoint</u>.	Keep WIC vendors informed on pertinent Food Delivery Regulations, e-WIC card transaction procedures & updates. Determine the effectiveness of vendor training. Provide additional state mandated training to vendors as needed.
Vendor Monitoring	Determine high risk vendors on <u>an annual monthly and/or quarterly</u>	Responsible for all monitoring assigned by the State agency. Routine	Determine the effectiveness of monitoring visits.

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	basis. Select on-site monitoring visits for annual routine sample requirement. Assign vendor monitoring and follow-up visits to local WIC agencies for routine monitoring, non-compliance follow-up, complaints, and other applicable requirements. Enter completed monitoring visits in VISION. Submit a summary of the results of the monitoring of vendors to FNS annually (through FDP). Plans for improvement in the coming year shall be included in the State Plan.	monitoring visits, non-compliance follow-up, complaints, and other applicable requirements. Visit the stores and perform monitoring and data collection on food items available at the local vendors. Submit documentation of the results of the monitoring visits to the State agency.	
Vendor Violation Points & Sanctions	State Agency will determine and assign all Federal and State Agency violation points and sanctions including Civil Money Penalties and disqualifications.	Local Agency may be asked to obtain and document objective data regarding vendor actions on which violation points and/or sanctions and/or disqualification may be based.	Collaboration in obtaining evidence.