



AzHHA Service Corporation

A subsidiary of the Arizona Hospital and Healthcare Association

Vendor Contracting Process

1. Preferred vendor applications should be submitted through AzHHA's preferred vendor website.
2. AzHHA Service Corporation staff reviews each application to determine uniqueness and insure it doesn't overlap with current vendors and meets expressed member needs. This may include discussing the services with appropriate members.
3. If the determination is made that the vendor services might meet members' needs and there is an interest level, then the Service Corporation moves forward in the vetting process. If the Service Corporation feels that the vendor's services do not match members' needs, a "No Thank You" letter is sent.
4. Sponsorship opportunities are always available to vendors. Please contact our educational department at lswanson@azhha.org for these opportunities.
5. The next step in the vetting process is to have the vendor present their offerings to the Service Corporation staff at AzHHA's offices. Terms and conditions of a preferred vendor relationship are discussed with the vendor at this time. An administrative fee is charged to each vendor, the rate is typically a 2% administrative fee on collected revenue with a required up front charge of \$5,000 for a preferred vendor designation.
6. AzHHA Service Corporation staff then determines whether or not to continue to process vendor's request to become a preferred vendor. The vendor shall be contacted as to the status of their request. If all parties are in agreement with the terms and conditions discussed, then a written agreement is drafted by AzHHA Service Corporation.
7. During this time frame a background check is made of vendor references and a Dunn and Bradstreet review is completed.
8. Upon satisfactory completion of this background check, the vendor's services are presented to the 'Service Corporation Board of Directors' for review and approval. *The Service Corporation Board of Directors consists primarily of member hospital CEOs who guide and direct the services of the AzHHA Service Corporation.*

9. Upon approval by the Service Corporation Board, the final agreement is sent to the vendor for their review and approval. After vendor review and acceptance of the agreement, the agreement is signed and executed by both parties.

10. At agreement renewal time, an evaluation and hospital member review/feedback inquiry is conducted. If at that time no usage by AzHHA members has been achieved the vendor agreement may be terminated by either party.

Preferred Vendor Services

1. Media release via the “AdvantEdge Newsletter indicating a new relationship between the vendor and the “Service Corporation” of AzHHA.
2. Description of vendor services added to the preferred vendor website
3. Additon to the Preferred Vendor Booklets (handed out on member visits) by service corporation staff.
4. Inclusion in the “AdvantEdge” Newsletter, this newsletter highlights one vendor on a bi-weekly basis.
5. Introduction letter from the “Service Corporation” indicating your preferred vendor status.
6. Targeted emails to selected audience (two per year) sent out by the “Service Corporation”.
7. Access to current contact data base
8. Review of vendor services on member visits by Service Corporation staff.
9. Set up meetings if appropriate.