

VT Buys Request for Information

Joint Information Technology Oversight Committee

This question set is issued by the Joint Information Technology Oversight Committee to support public, on-the-record oversight of the VT Buys (VTB) project. It organizes topics the Committee has heard from agencies, vendors, and staff and aims to promote clear reporting across time and systems.

Please reply by Monday, September 29th 5:00 PM ET so we can include your answers in the next public meeting packet.

What we'd like to understand

1) Who can actually use VT Buys today? [*VTBuys is the e-procurement platform for the State of Vermont. BGS is responsible for all contractual services and commodities. All vendors who want to do business with the State will access bidding opportunities and manage their accounts in this system. Internal users (departments) manage contracts, commodities, and payments through the system.*]

- About how many vendors can successfully do the basics in VT Buys right now (register/update profile/submit an invoice without staff intervention)?
 - In attachment A, reference items 1 and 2.
- Roughly what percent of the vendors you expect to use the system this year is that?
 - You cannot estimate the number of individuals that are going to be using the system because it depends on the number of projects and contracts in a given year. We know from the supplier data; we have 7,985 identified users.
 - Reference items 1, 2, 3, and 4 in attachment A.

2) Where are payments happening (VTB vs. VISION)? [*All State payments happen in VISION, our financial system of record. VTBuys is the platform to manage contracts from beginning to end.*]

- For the last full month and last full quarter, about what share of payments (both # of payments and \$ amount) went through VT Buys vs. VISION?
 - All payments are paid through VISION. Reference item number 5 in attachment A.
 - In August of 2025, 2,630 invoices were processed through VTBuys and paid through VISION, totaling \$95,292,274.
 - We have not completed the first full quarter yet. However, from July 1, 2025, to September 24, 2025, 7,663 invoices were processed through VTBuys and paid through VISION, totaling \$105,837,295.
 - Include the same month last year and same
- Include the same month last year and same quarter last year for context.
 - We do not have comparison data for the same month last and the same quarter because VTBuys was not active. VISION and VTBuys are now integrated, providing us the transparency for all procurement activities for the State.
- If any workarounds are still used, what are they and why?
 - Yes, as we have been realigning workflows, we have allowed departments to use their emergency protocols for urgent items and payments.

3) Are we keeping up with last year? [*We are unable to compare what we processed last year to this year because VTBuys was not active or integrated with VISION.*]

- Compared with the same point last year, are we ahead, behind, or about even on:
 - For the following four items, we do not have that specific data because VTBuys was not active or integrated with VISION. You cannot compare contracts from last year to this year, it depends on how many projects were budgeted for and how many contracts were awarded.
 - invoices entered,
 - payments (vouchers) issued, and
 - total dollars paid?
 - If possible, include FY-to-date vs. FY-to-date last year totals. Are we keeping up with last year?

4) How long does payment take? [*Our contracts specify a Net 30 day payment terms.*]

- What is a typical time from invoice date to payment (median is fine) now vs. last year?
 - Reference item number 7 in attachment A.
- Any big outliers we should know about (and why)?
 - As of September 26, there are 80 invoices currently in the system, exceeding the Net 30 standard due to delay in workflow approvals for invoices. We are working with our contractor to resolve workflow approvals and working with each department to resolve these specific invoices and continue to monitor this activity.

5) What are people asking for help with?

- About how many help requests are you getting per week or month?
 - When we rolled out, we were receiving approximately 250 emails a day. We have stabilized; we receive approximately 60 emails per day. In August, we averaged 80 calls per week, and we are seeing these numbers decline for September.
- Top 3 most common issues?
 - Initially, it was the workflow and approval rules to move documentation forward. Now, it is suppliers seeking guidance on how to register and if they can register multiple users.
- Typical first response time and time to fix... getting faster or slower since go-live?
 - We do not have specific metrics for timing to fix. However, we are seeing a reduced number of inquiries as highlighted in bullet one of this question.

6) What happened with the October aborted go-live? [*As we have previously testified, there were elements that were not ready. Communications were not sufficient, not all training materials had been finalized, and we were in the process of standing up the customer support center. In addition, we did not want to have a negative impact on state users and suppliers; the pause also allowed us to align with the state's normal fiscal year end close.*]

- A short timeline (5 bullets max) with dates.
 - The scheduled go-live date was set for November 12.
 - BGS issued a communication notifying suppliers of the go-live date on October 17.
 - On October 23, BGS issued another communication notifying suppliers that the go-live would be paused until further notified.

- A soft go-live occurred in July 2025.
- What changed operationally (e.g., about how many POs were deleted, days of disruption, impact on paying bills)?
 - No operations were impacted. During the transition, emergency procedures were used to pay contract invoices as needed.
- What did you change as a result?
 - We developed a communication plan.
 - We finalized training materials and extended training to suppliers.
 - We aligned go-live with the standard financial practices for the State and rolled out at the beginning of the fiscal year.

7) Roles and approvals

- About what percent of staff have the right roles now?
 - All State users who need access have been authorized, reference item 1 in attachment B. Today, we continue to support departments with their requests that update staffing, which is standard maintenance.
- What approval-flow issues remain (rough count) and how do they affect payments?
 - Identified workflows for specific scenarios within departments, which has proven to be too complicated and therefore, this is the area we are resetting with all departments and validating their process and we are 80% complete.
- Do some staff get duplicate approval emails for the same invoice? If so, when and how often?
 - Upon rollout, yes. This connects back to the workflow and sometime user error or training deficit.
- Are there any departments that started on the system and have backed out of using it due to issues?
 - No. This is a State required system. As we have been realigning workflows, we have allowed departments to use their emergency protocols for urgent items or backlogs.

8) Training and day-to-day guidance

- What job aids/user guides exist and when were they last updated?
 - There are over 90 training assets (i.e., quick reference guides, web-based training videos, learner guides and instructor-led training materials).
 - These materials are updated regularly when clarification is needed as well as when there are changes to the system.
 - We have an active training group that continually provides training to users and suppliers as needed.
- Were staff given a practice/sandbox environment before go-live? If not, why, and is there one now?
 - We have a sandbox environment, but it is not integrated with VISION or STARS and does not provide all of the functionality we need to align with the training environment.
- What two improvements to training or in-product guidance will you deliver next (with rough dates)?
 - We are planning to release in October Supplier Management Quick Reference

Guide, Learner Guide and Instructor lead training.

- We are providing weekly updates on fixes or enhancements through written communication.

9) Double entry / rework

- Are people entering data in one place and then re-entering it in another (e.g., between VISION and VTB)?
 - When we rolled out VTBuys, contracts and amendments executed during the blackout period, we allowed departments to use their emergency plan. After those were processed, the contract and financial data needed to be reentered into VTBuys.
 - We are working with departments to make sure duplicate entries do not continue and closing all duplicates in the system.
- If yes, which tasks and a ballpark hours/month affected.
 - We do not have data on the hours and months affected.

10) Governance and work groups

- Who makes the final decisions on requirements, defect fixes, and releases (State, vendor(s), IV&V/consultant)?
 - It is a combination of State and Vendor. There is no IV&V on this project (that is exclusive to DMC funded efforts in AHS). Requirements/defect fixes and releases are currently being managed by the business lead, members of the support center (Both BGS and ADS) and the vendor.
- What work groups are running now, about how many participants, and one concrete thing learned so far that changed how you operate.
 - We have a workgroup currently busy redesigning approval workflows for Invoicing and Purchase Requisitions. A separate workgroup will begin redesigning the workflows for Solicitations and Contracts.
- What was the structure of the testing process? Was that process fully completed? Did any issues arise that might have led to a pause in the project?
 - The project followed an iterative, agile-like testing approach, including unit, integration, and user acceptance testing. We also employed a train-the-trainer approach, enabling business offices from across the state to collaborate. User Acceptance Training (UAT) was completed in October 2024. Updates and remediations were made in 2025. After promoting the code to production in July, additional defects were discovered, briefly pausing go-live. Following remediation, all critical issues were resolved, and the system went live on July 21

11) Costs (high-level)

- Original budget vs. spent so far vs. forecast to finish (round numbers are okay).
 - As reported in August, we expect the initiative to cost about \$8.6M to implement. As stated, the contract is still active and we are discussing change orders and other contract items.
- Where did costs increase, and what was the primary cause (e.g., design changes, rework, training, data migration)?
 - We do not have the total budget or closeout documents as the contract is still

active.

12) A few configuration items

- Why does the system store or display honorifics/titles (Mr./Ms.) or gender for staff? Any issues there, and what's the plan?
 - During soft rollout, we became aware of this was based configuration. The original Ivalua deployment design automatically applied the "Mr." honorific to all user profiles. During soft rollout, we learned everyone was titled as "Mr." This was not a direct design or intent to track honorifics. We are working with users, reviewing their profiles and deleting the honorifics/titles. We have a scheduled communication for next week that gives permission and direction for individuals to delete this from their profile. This is not an IT enhancement in bulk; it must be done individually. 5,075 active profiles.
- Which commodity code standard do you use (e.g., UNSPSC), and has it helped or hindered everyday tasks?
 - The system came with the UNSPSC code. It has been an adjustment for users, and we are working with our contractor to simplify and manage at the highest level.



State of Vermont eProcurement Implementation

Hypercare Metrics

Date Range:

Start: **09-21-2025 12:00 AM**

End: **09-27-2025 11:59 PM**

1 USER ADOPTION: INTERNAL AND EXTERNAL CUSTOMERS WHO ARE ENGAGED IN THE SYSTEM

User Adoption			
Total # of Users logged in	# of Supplier Users logged in	# of State Users logged in	# of Other Users logged in
Total Number of Users logged in	Total number of Supplier Users logged in	Total number of State Users logged in	Total Number of KPMG or Ivalua Users logged in
605	117	486	2

2 SUPPLIERS: EXTERNAL CONTRACTORS OR POTENTIAL BIDDERS

Suppliers		
Total # of Bidders/ Suppliers (*independent of date range)	# of new Supplier Initial Registrations	# of new Suppliers Activated
Active Number of Bidders/ Suppliers incl. migrated and new suppliers	Total Number of New Supplier Initiated Registrations created/ submitted (new users)	Total Number of New Suppliers with Full Registrations interacting in the system
7985	50	14

3 SOURCING: INTERNAL CUSTOMERS SEEKING REQUEST FOR PROPOSALS (RFP) OR REQUEST FOR INFORMATION (RFI)

Sourcing	
Total # of Sourcing Projects created (*independent of date range)	Total # of Sourcing Projects created (during the specified date range)
Total number of Sourcing Projects created from the beginning	Total number of Sourcing Projects created during the specific date range
36	1

4 CONTRACTS: LEGALLY BINDING AGREEMENT TO OBTAIN GOODS OR SERVICES

Contracts			
Total # of Active Contracts (*independent of date range)	Total # of new Contracts/ amendments in-flight	# of Executed Contracts	# of Contracts awarded to Vermont Firms
This includes all active and expired contracts (incl. expired)	Includes Contracts in Draft and In Progress	Total Number of Contracts Signed and Executed	Total Number of Contracts awarded to Vermont Firms
5133	34	16	0

5 PURCHASE REQUISITION / PURCHASE ORDER: PURCHASE REQUISITION IS NOT PLACING AN ORDER, IT IS SEEKING APPROVAL FOR THE DEPARTMENT TO PLACE AN ORDER, PURCHASE ORDER IS THE APPROVAL OF THE PURCHASE REQUISITION

Purchase Requisitions – Overview (ALL FOR THE WEEK OF 9/21)			
# of PR's In-Flight	\$ amount of PRs pending approval	# of POs created and ordered	\$ amount of POs created and ordered
Total number of PR's Submitted and In-Flight	\$ Amount of PR's	Total Number of PR's which are in Ordered status	\$ Amount of POs
295	7,072,360.65	1868	19,168,679.01

6 INVOICE: REQUEST FOR PAYMENT FROM THE SUPPLIER/CONTRACTOR

Invoice Metrics					
# of Invoices Created in 9/21	\$ amount of Invoices Created	# of Invoice Approved and "Waiting for Payment"	# of Invoices Paid during the week of 9/21	\$ amount of Invoices Paid	# of Credit Notes Created
Total number of Invoices created	\$ Amount of Invoices created & not yet paid	Total Number of Invoice Approved and "Waiting for Payment"	Total Number of Invoices in "Paid" status	\$ Amount of Invoices Paid	Total Number of Credit Notes created
1755	14,101,732.08	1504	663	15,265,428.11	13

7 CYCLE TIME: THE AVERAGE AMOUNT OF TIME FOR AN INVOICE TO BE APPROVED BY ALL USERS

Invoice Metrics		
Average Contract Cycle Time	Average PR Cycle Time	Average Invoice Cycle Time
Average # of days to execute a Contract	Average # of days to get a Purchase Requisition approved and ordered	Average # of days to get an invoice paid
4	4	9



State of Vermont eProcurement Implementation

Hypercare Metrics

Date Range:

Start: **07-01-2025 12:00 AM**

End: **09-29-2025 11:59 PM**

1 USER ADOPTION: INTERNAL AND EXTERNAL CUSTOMERS WHO ARE ENGAGED IN THE SYSTEM

User Adoption			
Total # of Users logged in	# of Supplier Users logged in	# of State Users logged in	# of Other Users logged in
Total Number of Users logged in	Total number of Supplier Users logged in	Total number of State Users logged in	Total Number of KPMG or Ivalua Users logged in
1486	585	895	6

2 SUPPLIERS: EXTERNAL CONTRACTORS OR POTENTIAL BIDDERS

Suppliers		
Total # of Bidders/ Suppliers (*independent of date range)	# of new Supplier Initial Registrations	# of new Suppliers Activated
Total Number of Bidders/ Suppliers incl. migrated and new suppliers	Total Number of New Supplier Initial Registrations created/ submitted	Total Number of New Supplier Full Registrations completed and activated
7991	784	7291

3 SOURCING: INTERNAL CUSTOMERS SEEKING REQUEST FOR PROPOSALS (RFP) OR REQUEST FOR INFORMATION (RFI)

Sourcing	
Total # of Sourcing Projects created (*independent of date range)	Total # of Sourcing Projects created (during the specified date range)
Total number of Sourcing Projects created from the beginning	Total number of Sourcing Projects created during the specific date range
36	36

4 CONTRACTS: LEGALLY BINDING AGREEMENT TO OBTAIN GOODS OR SERVICES

Contracts			
Total # of Active Contracts (*independent of date range)	Total # of new Contracts/ amendments in-flight	# of Executed Contracts	# of Contracts awarded to Vermont Firms
This includes all active contracts (incl. expired)	Includes Contracts in Draft and In Progress	Total Number of Contracts Signed and Executed	Total Number of Contracts awarded to Vermont Firms
5135	187	442	0

5 PURCHASE REQUISITION / PURCHASE ORDER: PURCHASE REQUISITION IS NOT PLACING AN ORDER, IT IS SEEKING APPROVAL FOR THE DEPARTMENT TO PLACE AN ORDER, PURCHASE ORDER IS THE APPROVAL OF THE PURCHASE REQUISITION

Purchase Requisitions - Overview			
# of PR's In-Flight	\$ amount of PRs pending approval	# of POs created and ordered	\$ amount of POs created and ordered
Total number of PR's Submitted and In-Flight	\$ Amount of PR's	Total Number of PR's which are in Ordered status	\$ Amount of POs
612	8,741,509.34	11430	278,171,995.40

6 INVOICE: REQUEST FOR PAYMENT FROM THE SUPPLIER/CONTRACTOR

Invoice Metrics					
# of Invoices Created	\$ amount of Invoices Created	# of Invoice Approved and "Waiting for Payment"	# of Invoice Paid	\$ amount of Invoices Paid	# of Credit Notes Created
Total number of Invoices created	\$ Amount of Invoices created & not yet paid	Total Number of Invoice Approved and "Waiting for Payment"	Total Number of Invoices in "Paid" status	\$ Amount of Invoices Paid	Total Number of Credit Notes created
11182	22,837,939.45	10657	8944	103,131,682.88	58

7 CYCLE TIME: THE AVERAGE AMOUNT OF TIME FOR AN INVOICE TO BE APPROVED BY ALL USERS

Invoice Metrics		
Average Contract Cycle Time	Average PR Cycle Time	Average Invoice Cycle Time
Average # of days to execute a Contract	Average # of days to get a Purchase Requisition approved and ordered	Average # of days to get an invoice paid
4	4	9