

# VENDOR VETTING CONSIDERATIONS

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When contracting with a vendor, it is important to conduct a thorough vetting process to ensure the company is legitimate, dependable, and reputable.

The list below includes many best-practice considerations but may not be exhaustive for a given engagement:

- What does your organization want and need from the vendor?
- How long has the vendor been in business?
- Is the vendor national in scope?
- Does the vendor operate in all U.S. states?
- Is the vendor licensed?
- Is the vendor bonded and insured?
- Will the vendor subcontract the requested service or equipment to a local company or provide the products or services directly?
- Who is responsible for obtaining permits and inspections?
- What is the timeline for the start and completion of the work?
- Is there a clear, documented payment schedule?
- Is there a documented process for change orders?
- Who will be the primary point of contact for your organization and for the vendor?
- Where will materials and equipment be stored before they are installed?
- Is there a written quote that includes all necessary products, services, shipping or delivery, training, installation, maintenance, taxes, and fees?
- Is there a local provider for equipment service needs?
- What is the warranty for the equipment?
- What is the warranty for the installation?
- What company will be responsible for warranty repairs?
- Have references been checked and verified?
- Have public court records been checked for civil or criminal history?
- What is the vendor's rating with the Better Business Bureau or industry review sites?
- Is there a written contract detailing the expectations of your organization and the vendor?
- Does the procurement of the vendor follow all applicable laws and policies?