



VENDOR DUE DILIGENCE CHECKLIST

INDUSTRY REQUIREMENTS CHECKLIST TO MITIGATE VENDOR RISK

DESCRIPTION	CSG	YES	NO
LEGAL COMPLIANCE			
Copy of SOC 2 Type II audit: <ul style="list-style-type: none"> 5 Key Trust principles; security, availability, processing, integrity and privacy/confidentiality Business Continuity Plan Technician Laptops & Devices are audited, secured and encrypted 	✓		
Proof of Insurance & Liability: \$5 million minimum & be able to be bonded up to \$3mm <ul style="list-style-type: none"> Property General Liability Automobile Umbrella Executive Risk Workers Comp Crime 	✓		
Cybersecurity Insurance: \$5 million minimum Errors & Omissions coverage.	✓		
Quarterly SLA Reporting: Vendors should easily be able to obtain this information quickly. <ul style="list-style-type: none"> Response Time Resolve Time On Schedule PM's (Preventative Maintenance) Chronic Equipment 	✓		
Preventive Maintenance Records: Accessible via secure web portal. <ul style="list-style-type: none"> Equipment Inventory Equipment Condition Technician Maintenance Documentation Combination/Pin Changes Documentation for Auditors 	✓		
OPERATIONAL			
Cyber Compliance Equipment: <ul style="list-style-type: none"> Annual compliance assessment & baseline cyber pen testing Device end point analysis that connects to your network Procedural policy updates & utilizing automation for protection 	✓		
Employee background checks & use of sub-contractors: <ul style="list-style-type: none"> Employees pass a Lifetime Record Background Checks performed All Drug Test performed within 72 hrs of acceptance of hire Compliance with all Federal, State & individual technician licensing & certifications required 	✓		
Technician footprint & locations: Without a large footprint you may be over paying for service. <ul style="list-style-type: none"> Copy of technician footprint Certified and tested (*see Background checks above for expectations) 	✓		
Employee turnover rate: <ul style="list-style-type: none"> Less than 15% is ideal Over that is a cause for concern and potential risk 	✓		
Remote Technologies: Ability to view and maintain your equipment anytime & anywhere. <ul style="list-style-type: none"> Online interface to view open/closed calls, installs and history View annual Preventative Maintenance forms, all equipment listings 	✓		
Compliance & Educational Events: <ul style="list-style-type: none"> Industry experts Technology expo 	✓		
FINANCIAL			
Contract terms/ agreement options: Avoid long term contracts with penalties <ul style="list-style-type: none"> 30 Day Out option included No penalty clause All-inclusive coverage No hidden charges 	✓		
Invoice and Payment Records: Easily accessible records and line item. <ul style="list-style-type: none"> Consolidated invoices Customizable and electronic versions available 	✓		
Healthy P & L: <ul style="list-style-type: none"> Strong balance sheet readily available GAAP standards 	✓		