


IT STANDARD OPERATING PROCEDURE	<b>DBLGROUP</b> <b>IT DEPARTMENT</b> South Avenue Tower (6th Floor), House-50, Road-3, Gulshan-1, Dhaka, Bangladesh				
<b>TITLE:</b>	<b>Vendor Management</b>				
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## 1.0.13 IT Vendor Management

### 1. PURPOSE

The purpose of this Standard Operating Procedure (SOP) is to establish and maintain effective vendor management practices within the IT department of DBL GROUP. This SOP aims to ensure that IT vendors are selected, monitored, and managed in a manner that aligns with organizational objectives, security requirements, and compliance standards.

### 2. SCOPE

This SOP applies to all IT vendors providing products, services, or solutions to DBL GROUP's IT department.

### 3. ROLES AND RESPONSIBILITIES

#### 3.1 IT Manager/Vendor Manager

- ❖ Oversee the vendor management process.
- ❖ Maintain the vendor portfolio and relationships.
- ❖ Ensure compliance with vendor contracts and agreements.

#### 3.2 IT Security Officer

- ❖ Evaluate and assess the security posture of IT vendors.
- ❖ Ensure vendors comply with security and privacy requirements.
- ❖ Monitor and address security incidents related to vendors.

### 4. Vendor Selection

#### 4.1 Needs Assessment


- ❖ IT Conduct a thorough assessment to identify needs that may require vendor support.
- ❖ IT and procurement evaluate potential vendors based on their ability to meet specific requirements.

#### 4.2 Vendor Evaluation

- ❖ IT & Procurement Assess vendor qualifications, experience, reputation, Team Size, Technical resource pull and market portfolio.
- ❖ IT & Procurement Evaluate vendor financial stability and legal compliance.

#### 4.3 Request for Proposal (RFP)

- ❖ IT had a comprehensive RFP document for vendor solicitation.

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- ❖ Include specific criteria for evaluating vendor responses. **(See Appendix-A)**

#### 4.4 Vendor Selection Criteria

- ❖ IT Evaluate vendor proposals based on technical capabilities, cost, scalability, and alignment with business goals.
- ❖ Utilize a scoring system to objectively compare and select vendors. **(See Appendix-D)**

### 5. Contract Management

#### 5.1 Contract Development:

- ❖ Clear and detailed contracts that include service-level agreements (SLAs), deliverables, and milestones.

#### 5.2 Legal Review:

- ❖ IT Department collaborate with the legal department to review vendor contracts for compliance with applicable laws and regulations.
- ❖ Address any legal concerns before finalizing contracts.

#### 5.3 Approval Process

- ❖ The IT purchase committee approval format that has been approved by the board is applicable when selecting vendors for specific solutions.
- ❖ Ensure appropriate stakeholders review and approve contracts before execution.

### 6. Ongoing Vendor Management

#### 6.1 Performance Monitoring

- ❖ IT Department regularly review and assess vendor performance against agreed-upon benchmarks.

#### 6.2 Compliance Monitoring

- ❖ Conduct regular audits and assessments to verify compliance.


#### 6.3 Relationship Management

- ❖ Foster open communication and collaboration with vendors.
- ❖ Address concerns promptly and maintain positive relationships.

### 7. Security and Privacy

#### 7.1 Security Assessments

- ❖ Periodically assess the security measures implemented by vendors.
- ❖ Regularly asked vendors to provide evidence of security controls and certifications.

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## 7.2 Data Protection

- ❖ Ensure vendors comply with data protection laws and regulations.

## 8. Termination of Contracts

### 8.1 Exit Strategy

- ❖ IT has a clear exit strategy for terminating contracts with vendors.
- ❖ Clearly outline the process for transitioning services to another vendor or bringing them in-house. (**See Appendix-E**)

### 8.2 Data Retrieval

- ❖ IT Department will properly take data and assets from vendors upon contract termination.
- ❖ Ensure the secure deletion or return of sensitive information.

## 9. Training and Awareness

- ❖ Regularly provide training to Infrastructure Team members on IT vendor management policies and procedures.
- ❖ Promote awareness regarding the importance of Vendor Management and compliance.

## 10. Documentation

- ❖ IT maintain comprehensive documentation of all vendor interactions, contracts, and performance evaluations.
- ❖ Document any changes or modifications to vendor agreements.


## 7. ABBREVIATIONS

SOP - Standard Operating Procedure  
 IT - Information Technology  
 RFP- Request for Proposal  
 SLA – Service Level Agreement

## 8. REVIEW AND REVISION

The SOP is regularly reviewed and updated to incorporate changes in technology and organizational needs.  
 Periodic assessments of the change management process are conducted.

## 9. COMMUNICATION:

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Clearly communicate the SOP to all relevant stakeholders. Ensure that employees are aware of their roles and responsibilities and understand the implications of not adhering to them.

#### **10. ACCESSIBILITY:**

Make the SOP easily accessible to all relevant personnel. This could involve storing it in a central repository, such as an intranet or document management system.

#### **11. REFERENCES**


- a. FDA's 21 CFR Part 11: Electronic Records; Electronic Signatures
- b. GAMP 5: A Risk-Based Approach to Compliant GxP Computerized
- c. Company IT Policies and Procedures
- d. Industry Best Practices

#### **12. APPENDICES**

APPENDIX-A	Fixed Asset Policy DBL Group
APPENDIX-B	IT Policy for Device and Reimbursement
APPENDIX-C	Vendor RFP Template
Appendix-D	Vendor Scoring Template
APPENDIX-E	Vendor Exit Strategy

#### **REVISION HISTORY**

REVISION DATE	REVISION NUMBER	DESCRIPTION OF REVISION
02 Feb' 24	01	First edition of the SOP

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<b>APPROVAL</b>		
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Designation: CIO		
<b>Authorized by:</b>	<b>Signature</b>	<b>Date</b>
Name:		
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<b>Distribution:</b> 1. IT Department 2. HR 3. Related stakeholders (Management Employee)
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