

Vendor Selection & Contracting

Objective

Selecting vendors for outside services and hardware requires the application of stringent evaluation procedures. This policy provides guidelines for the most appropriate way of acquiring hardware and software and outlines the minimum steps to be followed in order to meet required purchasing needs.

Responsibility

- Group Head Digital, Technology and Strategic Planning
- IT Department
- Purchase Committee

Policy

- a. Principal / Affiliated or Authorized Vendors of the product / service shall be provided first priority during vendor selection. If Principal / Approved vendor is not considered by the management, the other selected vendors shall have sufficient experience in the sales and support of product / service that the vendor has been considered for.
- b. The vendor shall be selected after verification of the following points:
 - i. Expertise and experience in the domain
 - ii. Have affiliation with their parent/principal companies not only to sell the product locally, but also to provide after sales service.
 - iii. Previous and existing clientele
 - iv. Financial stability and good reputation
- c. Conflict of interest between vendor and any company personnel should be avoided wherever possible.
- d. Vendor representative signing must have the authority to represent their companies.
- e. In case the Vendor is implementing a customized software, the source code should be received either from the vendor initially or there should be provisions for acquiring the source code in the event that the vendor goes out of business.
- f. The vendor should be willing and able to provide a complete set of system documentation for review prior to acquisition.
- g. The vendor should have available a complete line of support products for the software packages and Hardware solutions. This may include a 24-hour, seven-day-a-week help line, onsite training during implementation, product upgrades, automatic new version notification and onsite maintenance, if requested.
- h. Efforts should be made to identify and send "request for proposals" (RFPs) to at least 3 vendors.
- i. All vendors shall be required to send their company profile along with client list.

- j. Financial Evaluation and Technical Evaluation should be conducted for all proposals received against the RFP.
- k. Following Items should be addressed when contracting the vendor:
 - i. Fees including licensing and professional services costs
 - ii. Deliverables
 - iii. Security review
 - iv. Fallback procedures (if required)
 - v. Payment terms
 - vi. Penalty (if required)
 - vii. Confidentiality of information (if required)
 - viii. license ownerships and renewal mechanism
- l. The technical support time shall be at least one year where applicable.
- m. All agreements between JLI and the vendor shall be in writing.
- n. Final agreement/contract shall be examined by the Compliance Department of JLI before it is signed.
- o. All contracts shall be signed after approval from Group Head Technology.

Procedure

Step	Description	Responsibility
1.	Review all requests for proposal (RFPs) to ensure that they: <ul style="list-style-type: none"> Clearly define requirements Allow vendors sufficient time to prepare their proposals 	IT Department
2.	Float RFPs and shortlist at least 3 Vendors (wherever possible) who best meet the requirements.	IT Department
3.	Evaluate RFPs in accordance with the defined evaluation process/criteria	IT Department/
4.	The IT Department shall perform Technical Evaluation and provide recommendations against the quotations received.	IT Department
5.	Select the Vendor that best fits the RFP	IT Department / Compliance Department
6.	Sign the contract with the vendor after getting approval from Head of Technology	Group Head Technology