

Vendor onboarding checklist

Print this and work down it for every new maintenance vendor, whatever trade they offer.
A vendor file that is complete before the first visit is far easier to defend afterward.

Certificate of insurance

- ☐ Named insured matches the entity that will actually attend
- ☐ Policy dates cover the whole period of the work
- ☐ General liability limits meet your requirement, per occurrence and aggregate
- ☐ Workers' compensation is shown, or an exemption is on file with its own expiry date
- ☐ Auto liability is shown if vehicles come on site
- ☐ Umbrella or excess limit meets the building minimum, where one is specified
- ☐ Your entity is named as certificate holder
- ☐ Your entity is also named as additional insured where your lease or contract requires it
- ☐ Certificate was sent by the vendor's agent or broker, not retyped or forwarded
- ☐ Read the policy dates, not the issue date

W-9 and business records

- ☐ Signed W-9 with legal name, entity type and taxpayer identification number
- ☐ Legal name matches the certificate of insurance and the invoice
- ☐ Business tax receipt or local business license for the entity
- ☐ Remittance address and an accounts contact

Contractor license, where the trade requires one

- ☐ Confirm whether the trade needs a Florida contractor license at any job size
- ☐ License number recorded, in the correct category
- ☐ License verified directly with the state licensing board, with the date checked
- ☐ License is held by the entity that attends, not borrowed from another company
- ☐ No license claimed for a trade that does not require one

Who will actually attend

- ☐ For each trade, a written statement of employee or subcontractor
- ☐ If subcontracted, how the subcontractor's workers' compensation is covered
- ☐ Written statement that every technician sent has passed a background check
- ☐ How often the background check is repeated
- ☐ Technician's name sent ahead with each work order
- ☐ Photo identification shown on arrival and matched to the work order
- ☐ A visit with an unexpected name waits until the vendor confirms

Access and key rules

- ☐ Which areas need an escort, and which are closed to outside staff
- ☐ Rules for after-hours visits, roof, tenant suites, records and server rooms
- ☐ Sign-in log with name, company, time in, time out, areas entered and work order number
- ☐ Keys signed out, kept on the person and returned at the end of the visit
- ☐ Master keys and access cards stay on site unless agreed in writing
- ☐ Vendor credentials are named, time-limited and removed when the work ends
- ☐ Shared codes avoided, or changed when the vendor relationship ends

Contacts, rates and records

- ☐ Emergency contact that works at two in the morning, plus who to call next
- ☐ Rate schedule agreed in advance, including after-hours rates
- ☐ Example of a completed closeout report, with photographs
- ☐ What each visit record will contain: who attended, when, where and what was done
- ☐ How long visit records are kept

Keep it alive

- ☐ One named person owns the vendor list
- ☐ General liability and workers' compensation expiry dates diaried separately
- ☐ Renewal requested about thirty days before each expiry
- ☐ Old and new certificates filed together, with the date received and who checked them
- ☐ Any lapse and the decision taken is written down
- ☐ A repeat lapse goes into the annual vendor review