SOP: Contractor and Vendor Coordination Procedures

This SOP details **contractor and vendor coordination procedures**, covering contractor selection and vetting, communication protocols, scheduling and work coordination, compliance with safety and quality standards, documentation and contract management, performance monitoring and evaluation, issue resolution, and reporting requirements. The goal is to ensure seamless collaboration, maintain project timelines, uphold safety standards, and achieve quality outcomes through effective management of external contractors and vendors.

1. Purpose

To establish standardized procedures for selecting, engaging, managing, and coordinating contractors and vendors to ensure efficient project delivery, compliance with standards, and mitigation of risks.

2. Scope

This SOP applies to all departments and project teams involved in working with external contractors and vendors for goods, services, or project-based work.

3. Responsibilities

- **Project Manager:** Overall coordination, documentation, and communication.
- **Procurement Team:** Selection, vetting, and contract management.
- **Site/Operations Team:** Day-to-day supervision and safety compliance.
- **Contractor/Vendor:** Delivery of goods/services as per agreement, compliance with requirements.

4. Procedure

1. **Contractor/Vendor Selection & Vetting**
   - Define scope of work and selection criteria.
   - Solicit proposals/quotations (RFI/RFP/RFQ as applicable).
   - Evaluate based on experience, capability, certifications, references, and cost.
   - Conduct background checks and verify relevant licenses/insurances.
   - Select and formally notify the chosen contractor/vendor.
2. **Communication Protocols**
   - Designate primary points of contact for all parties.
   - Establish regular meeting schedules (kickoff, progress, close-out).
   - Document communications (meeting minutes, emails, instructions).
3. **Scheduling & Work Coordination**
   - Develop a detailed schedule aligned with project milestones.
   - Coordinate worksite access, deliveries, and resource availability.
   - Ensure contractors/vendors adhere to established timelines and permit requirements.
4. **Compliance with Safety & Quality Standards**
   - Provide and review site safety orientations and policies.
   - Verify all personnel follow safety protocols (PPE, signage, practices).
   - Conduct regular safety and quality inspections.
5. **Documentation & Contract Management**
   - Maintain signed contracts, scope of work, change orders, and compliance documents.
   - Track submittals, approvals, and required permits.
   - Store all documentation in a secure, organized repository (physical or digital).
6. **Performance Monitoring & Evaluation**
   - Monitor progress against deliverables and timelines.
   - Use checklists, progress reports, and performance metrics for evaluation.
   - Provide feedback and address deficiencies promptly.
7. **Issue Resolution & Dispute Management**
   - Log issues/incidents immediately using the prescribed form.
   - Investigate causes and involve relevant stakeholders in resolution meetings.
   - Document all actions/decisions and escalate unresolved disputes as per escalation matrix.
8. **Reporting Requirements**
   - Submit regular status and compliance reports to project stakeholders.
   - Provide incident or deviation reports as required.
   - Conduct close-out reporting after contract completion.

5. Documentation Checklist

Document	Required By	Storage Location
Signed Contract/Agreement	Procurement Team	Contract Management System
Insurance & Compliance Certificates	Procurement/Legal	Compliance Folder
Site Safety Orientation Records	Site/Operations Team	Safety Records
Performance Reports	Project Manager	Project Files
Meeting Minutes & Communications	All Parties	Project Files/Email Archive
Change Orders & Approvals	Project Manager	Project Files

6. Revision & Review

This SOP shall be reviewed annually or after any significant project or regulatory change. Updates and revisions will be communicated to all stakeholders.