

Vendor Expectations

Vendors represent a critical component in the contracting process and as such, University faculty and staff that engage vendors for goods and/or services should be clear about the role and expectation of a supplier. The below points can be directed to the vendor as well if clarification is required.

It is the expectation the vendors shall:

- Conduct themselves in an ethical and lawful manner throughout the negotiating process and performance of their contractual obligations;
- Provide accurate and complete information on a timely basis;
- Negotiate in a reasonable manner if contract negotiations are necessary;
- Ensure that a contract and purchase order are obtained prior to commencing work;
- Work and provide deliverables as outlined in contract and to communicate effectively and in a timely manner when work and work product will not occur per the contract;
- Provide invoices with appropriate supporting documentation on a timely basis, and to respond on a timely basis to requests regarding the invoice and supporting documentation;
- Work with the school/department and Purchasing to address and resolve disputes and contract performance issues, and to ensure appropriate personnel are informed and involved;
- Work with the school/department and Purchasing to develop and complete any contract amendments and change orders, if necessary;
- Provide communication and notice as outlined in the contract;
- Is responsible for timely and reasonable responses to requests in service of resolving outstanding contract items and to involve the appropriately authorized individual(s) to negotiate and resolve terms and conditions to finalize a contract.

For questions regarding vendor relations or other contract questions, please feel free to contact University Purchasing at purchasing@columbia.edu.

For questions regarding vendor payments or other invoice relation questions, please feel free to contact Accounts Payable through the AP Service Center web form at <http://procurement.columbia.edu/ap/servicecenter/servicecenterform.php>.

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