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AI Vendor Management Procedure

1. Purpose

This procedure establishes comprehensive requirements for the due diligence, selection, contracting, monitoring, and lifecycle management of vendors providing artificial intelligence technologies, services, or components to the organization. The procedure ensures that AI vendor relationships are managed with appropriate risk-based controls, regulatory compliance, and alignment to organizational AI governance objectives.

The procedure addresses the unique risks associated with AI vendors, including algorithmic transparency, data handling practices, model performance degradation, and emerging regulatory requirements across global jurisdictions.

2. Scope

2.1 Included Vendor Categories

This procedure applies to all vendors providing:

- AI/ML software platforms and tools
- Pre-trained AI models and APIs
- AI development and consulting services
- AI training data and datasets
- AI infrastructure and compute services
- AI-enabled applications and solutions
- AI governance, risk, and compliance tools
- Third-party AI model hosting and deployment services

2.2 Vendor Relationship Phases

The procedure covers the complete vendor lifecycle:

- Pre-selection due diligence and assessment
- Contract negotiation and execution
- Onboarding and integration
- Ongoing monitoring and performance management
- Contract renewal and modification
- Termination and transition management

2.3 Exclusions

This procedure does not apply to:

- Internal AI development resources and personnel
- Open source AI tools with no commercial support
- AI research partnerships without commercial components
- Vendors providing only traditional IT services without AI components