

- Create strategy and plan for transition
- Review contingency plan to ensure smooth transition
- Review and document program status
- Ensure reason(s) and conditions for hand-over are communicated in writing and agreed to by the vendor
- Ensure all equipment, facilities and company documents returned
- Capture and document information gained or learned by the vendor (make it part of the hand-over conditions)
- Make payment contingent upon meeting the requirements
- Ensure vendor acquits delivery or service obligations
- Ensure final payment made; meet contractual and statutory liabilities
- Inform stakeholders and other affected parties of the change
- Negotiate and create agreement with new vendor with updated scope of work, service levels, milestones, terms and conditions