

Vendor Evaluation Checklist for IT Vendors

Use a **vendor evaluation checklist** to systematically assess IT vendors based on their reliability, security, and performance. This ensures selecting the best partner aligned with your organization's technology needs and compliance standards. A thorough checklist streamlines decision-making and mitigates potential risks.

Instructions: Rate each criterion for every vendor under consideration. Use "Yes", "No", or a score (e.g., 1–5). Add notes for clarification.

Criterion	Evaluation	Notes
Company Profile & Reputation		Business history, references, financial stability
Technical Capability & Experience		Relevant expertise, certifications, industry experience
Compliance & Certifications		ISO, SOC, GDPR, HIPAA, or other necessary compliance
Security Measures		Data protection, encryption, incident response protocols
Service Level Agreements (SLAs)		Uptime guarantees, response and resolution times
Scalability & Flexibility		Ability to scale service, adapt to changing needs
Support & Maintenance		Helpdesk availability, escalation process, ongoing maintenance
Cost & Pricing Transparency		Clear pricing structure, additional fees, ROI
References & Case Studies		Testimonials, similar projects, client satisfaction
Disaster Recovery & Business Continuity		DR plans, backup processes, regular testing
Contract Terms & Conditions		Termination, liability, intellectual property, renewal terms