Vendor Evaluation Checklist for Software Suppliers

Use a **vendor evaluation checklist** to systematically assess software suppliers based on criteria like reliability, support, pricing, and compatibility. This ensures informed decision-making and helps select the best partner for your software needs. Implementing a thorough checklist improves the chances of successful project outcomes and long-term collaboration.

Checklist

Criteria	Description	Evaluation (✓/✗)	Comments
Reliability	Track record of consistent performance, uptime, and positive client references.	☐	
Technical Support	Availability, responsiveness, and quality of customer/technical support services.	☐	
Pricing	Clarity, competitiveness, and flexibility of pricing models; hidden costs and TCO.	☐	
Compatibility	Suitability with existing systems, platforms, and business processes.	☐	
Scalability	Potential for the solution to grow and adapt with your business needs.	☐	
Security & Compliance	Adherence to relevant security standards and regulatory requirements.	☐	
Customization & Integration	Ability to customize the solution and integrate with other tools.	☐	
Vendor Reputation	Market position, user reviews, awards, and recognitions.	☐	
Implementation & Training	Support for setup, migration, user onboarding, and training resources.	☐	
References	Availability of credible references from similar industries or organizations.	☐	

Instructions: Review each criterion, mark if the vendor meets the requirement, and provide comments or examples as applicable. Use this checklist with multiple vendors for accurate side-by-side evaluation.