Vendor Evaluation Checklist

A practical scoring tool to compare IT vendors and avoid costly mistakes.

You can evaluate each vendor on a 1–5 scale (1 = Poor, 5 = Excellent).
Or simply tick items off if using this in a non-scoring format.

1. Company & Business Stability

Business Legitimacy

- □ Registered business with verifiable details
- □ Clear ownership structure
- □ Physical office or consistent remote presence
- □ Established online presence (website, social profiles, reviews)

Operational Stability

- □ Minimum 2–3 years in operation
- □ Long-term clients (2+ years)
- □ No history of rebranding to escape failed projects
- □ Clear team structure (roles documented)
- □ Backup arrangements for key team members

2. Technical Capability

Skills & Expertise

- □ Demonstrated experience in the exact technology you need
- □ Proven delivery of similar projects (not vague claims)
- □ Ability to explain technical decisions in simple terms
- □ Confidence without overpromising

Technical Verification

- □ Access to live examples of past work (not just screenshots)
- □ Interview with the actual technical team
- □ Reviewed code samples or repos (if applicable)
- □ Ability to identify risks/limitations in your project
- □ Evidence of testing, QA, and documentation practices

3. Support & Communication

Communication Quality

- □ Responds promptly during sales
- □ Communicates clearly and professionally
- □ Understands business context, not just tech
- □ Establishes clear contact persons

Support Infrastructure

- □ Ticketing or helpdesk system
- □ Defined response and resolution times
- □ Multiple support channels (email, phone, portal)
- □ Avoids WhatsApp-only support
- □ Clear escalation pathways
- □ Post-launch support plan provided

4. Security & Compliance (NDPA-Aware)

Security Practices

- □ Uses secure password storage and MFA
- □ Access control processes documented
- □ Backup and disaster recovery processes
- □ Can explain how they protect sensitive data
- □ Uses encryption where appropriate

NDPA Compliance Awareness

- □ Understands Data Processing Agreements
- □ Knows NDPA and sector-specific compliance rules
- □ Can explain data residency considerations
- □ Understands vendor obligations under NDPA
- □ Can articulate how they mitigate vendor-related risk

5. Project Management Process

Planning & Execution

- □ Written project plan with realistic timelines
- □ Clear milestones and deliverables
- □ Acceptance criteria defined
- □ Uses project management tools (Jira, Trello, Asana, etc.)

Documentation

- □ Provides requirement documentation
- □ Technical documentation included
- □ Handover and knowledge-transfer plan

6. Pricing & Commercial Terms

Transparency

- □ Itemized pricing provided
- □ No vague categories ("setup," "configuration," etc.)
- □ Clear separation of build vs support costs

Payment Terms

- □ Upfront payment ≤ 50%
- □ Milestone-based payments
- □ Retention/holdback until final acceptance
- □ Clear refund policy

Contract Clarity

- □ Scope of work clearly defined
- □ Change request process documented
- □ Data ownership stated clearly
- □ Termination and exit provisions reasonable

7. Infrastructure & Environment

Vendor Readiness

- □ Stable internet connectivity
- □ Power backup and uptime planning
- □ Redundant systems for critical operations
- □ Understanding of DNS, CDN, hosting best practices

Platform Choices

- □ Technology stack aligns with your internal capability
- □ Third-party services used are reputable
- □ Hosting or cloud environment meets your needs

PlanetWeb
SOLUTIONS

8. Cultural Fit & Working Relationship

Collaboration Fit
- □ They listen more than they talk
- □ They ask thoughtful questions
- □ They understand your business model
- □ Their working style matches your internal culture

Long-Term Partnership Potential

- □ They proactively recommend improvements
- □ Their vision aligns with your growth plans
- □ They offer continuous improvement, not just one-off work

📊 Optional: Scoring Format

Create a simple score sheet:

Category	Weight	Score (1–5)	Weighted Score
Technical Capability	30%		
Business Stability	15%		
Support & Communication	20%		
Security & Compliance	15%		
Pricing & Commercial Terms	10%		
Project Management	5%		
Cultural Fit	5%		

Total Score / 100

This turns vendor selection into a structured, defensible choice — especially useful for corporate clients and internal approvals.

PlanetWeb
SOLUTIONS