

# IT Vendor Evaluation Scorecard

Objectively compare IT vendors and managed service providers using weighted criteria.

Rate each vendor on a scale of 1-5 for every criterion below. Multiply by the weight to get a weighted score. The vendor with the highest total score is the strongest fit.

## SECURITY & COMPLIANCE (WEIGHT: 5X)

### Security Certifications

 1  2  3  4  5

Does the vendor hold SOC 2 Type II, ISO 27001, or equivalent certifications?

### Data Protection Practices

 1  2  3  4  5

Encryption at rest and in transit, access controls, data residency commitments.

### Incident Response Capability

 1  2  3  4  5

Documented incident response plan, breach notification SLAs, forensic capabilities.

## SERVICE LEVEL AGREEMENTS (WEIGHT: 4X)

### Uptime Guarantee

 1  2  3  4  5

What uptime SLA is offered? (99.9%, 99.99%) Are there financial penalties for non-compliance?

### Response & Resolution Times

 1  2  3  4  5

Guaranteed response time for critical, high, medium, and low priority issues.

### After-Hours & Weekend Support

 1  2  3  4  5

Is 24/7/365 support included or available? What is the escalation process?

## TECHNICAL CAPABILITIES (WEIGHT: 4X)

### Technology Stack Alignment

 1  2  3  4  5

Does the vendor support your existing platforms (Microsoft, Google, AWS, Azure, etc.)?

### Scalability

 1  2  3  4  5

Can services scale up/down easily as your organization grows or needs change?

### Proactive Monitoring & Automation

 1  2  3  4  5

Does the vendor provide 24/7 monitoring, automated remediation, and reporting?

## PRICING & VALUE (WEIGHT: 3X)

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**Pricing Transparency** 1  2  3  4  5

Clear, predictable pricing with no hidden fees. Per-user or per-device model clarity.

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**Contract Flexibility** 1  2  3  4  5

Term length options, exit clauses, and ability to adjust scope mid-contract.

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**REFERENCES & REPUTATION (WEIGHT: 3X)**

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**Client References** 1  2  3  4  5

Can the vendor provide references from clients in your industry and size range?

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**Online Reviews & Case Studies** 1  2  3  4  5

Presence of verified reviews (Google, Clutch, G2) and published case studies.

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**Industry Experience** 1  2  3  4  5

Years in business, team certifications, and experience with your specific industry.