**2: Vendor Evaluation Matrix**

**Purpose:** To objectively evaluate technology vendors for CRM, cloud infrastructure, or fintech tool procurement.

**Evaluation Criteria:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Criteria** | **Weight (%)** | **Vendor A** | **Vendor B** | **Vendor C** |
| Technical Capability | 25 |  |  |  |
| Cost and Licensing | 20 |  |  |  |
| Support and SLAs | 15 |  |  |  |
| Customization Flexibility | 10 |  |  |  |
| Regulatory Compliance | 10 |  |  |  |
| Track Record in Industry | 10 |  |  |  |
| Integration Capability | 10 |  |  |  |

**Process:**

* Shortlist 3 vendors through RFP
* Technical demos and scoring
* Stakeholder scoring session
* Weighted score tally and selection

**Outcome:** Preferred vendor selected for implementation with board approval.