

Vendor Evaluation and Due Diligence Form (VEND-EVAL-003)

Date of Evaluation: [Date]
Evaluating Department: [Operations/IT/R&D]
Vendor Name: [Vendor Full Legal Name]
Service/Product: [Brief description of the service being procured, e.g., Regional DDoS Protection, New HRIS System]
Annual Contract Value (ACV): \$[Amount]
Vendor Tier (Based on ACV): [Tier 1/2/3/4]

1. Operational and Technical Assessment

Criteria	Score (1-5, 5=Excellent)	Comments / Justification
1.1 Service Uptime & Reliability	[Score]	Vendor's historical SLA attainment and outage reporting.
1.2 Technical Support & MTTR	[Score]	Availability (24/7/365), expected Mean Time to Resolution (MTTR).
1.3 Scalability & Performance	[Score]	Ability to handle NexaCore's projected 3-year growth and peak loads.
1.4 Integration Capabilities (API/Connectors)	[Score]	Ease of integration with NexaCore's K8s environment and internal tools.
1.5 Infrastructure Redundancy	[Score]	Does the vendor use multi-AZ/region redundancy?

2. Security and Compliance Check (Mandatory for Data-Processing Vendors)

Compliance Requirement	Status (Y/N/NA)	Evidence Provided (Doc Reference)
2.1 ISO 27001 Certified	[Y/N/NA]	[Provide date of certification]
2.2 SOC 2 Type II Report Available	[Y/N/NA]	[Provide date of report]
2.3 Data Residency (MENA)	[Y/N/NA]	CRITICAL: Can the vendor guarantee data storage within the agreed-upon MENA region (e.g., UAE/KSA)?
2.4 Encryption Standards	[Y/N/NA]	Data at rest (AES-256) and data in transit (TLS 1.2+).
2.5 Penetration Testing Reports	[Y/N/NA]	Are recent (last 12 months) external pentest summaries available?

3. Financial and Commercial Assessment

Criteria	Score (1-5, 5=Excellent)	Comments / Justification
3.1 Financial Stability	[Score]	Assessment of vendor longevity (use publicly available financial data, if applicable).
3.2 Pricing Competitiveness	[Score]	Comparison against market benchmarks and other quotes.
3.3 Contract Terms (Exit/Termination)	[Score]	Ease of data migration and contract termination without excessive penalties.

4. Final Recommendation

Overall Score (Average of 1.1–3.3): [Score] / 5.0

Conclusion:

[Provide a summary of the strengths (e.g., excellent regional support) and weaknesses (e.g., compliance gap in one area). State the final recommendation clearly.]

Recommendation: [Approve / Approve with Conditions / Reject]

Justification for Recommendation: [Detailed justification, especially for Rejection or Conditional Approval.]

Signatures:

| Role | Name | Signature | Date |

| :--- | :--- | :--- | :--- |

| Initiator | [Name] | | [Date] |

| Operations/IT Lead | [Name] | | [Date] |