

Comparing software vendors

Evaluate proposals against the same criteria and get important commitments in writing before awarding the contract.

Done

— Create a fair comparison

- ☐ Send all vendors the same requirements and project scope.
- ☐ Specify a common format for prices, deliverables and exclusions.
- ☐ Ask every vendor to demonstrate the same operational scenarios.
- ☐ Agree evaluation criteria and weighting before reviewing proposals.

— Check the commitments

- ☐ Confirm which features are standard, optional modules or custom development.
- ☐ Check interface versions, functionality and recurring charges.
- ☐ Meet the proposed implementation team and clarify its responsibilities.
- ☐ Ask reference clients about implementation, support and unexpected costs.

— Clarify costs and terms

- ☐ Compare 36-month total costs, including implementation and internal effort.
- ☐ Record client obligations and excluded services in writing.
- ☐ Agree acceptance criteria, support arrangements and change control.
- ☐ Resolve or reassess unmet essential requirements before awarding the contract.

DECISION NOTE

Look beyond price: make missing evidence and unresolved contract questions explicit in the selection decision.

Open issues / next steps

Date / owner: _____