



AI VENDOR EVALUATION SCORECARD

A vendor review scorecard for comparing AI platforms, consultants, and implementation partners.

INSIDE THIS RESOURCE

- Capability fit
- Security and data boundaries
- Integration fit
- Implementation maturity



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CAPABILITY FIT

Capability fit

- Does the vendor support the actual workflow, or only a generic demo path?
- Can the vendor explain model selection, retrieval, orchestration, and fallback behavior in plain operational terms?
- Does the product support the document, data, or communication formats your team actually uses?
- Can the vendor show how performance will be tested before broader rollout?



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INTEGRATION FIT

Integration fit

- What systems must the vendor read from, write to, or monitor?
- Are APIs, exports, permissions, and data schemas documented enough for implementation?
- Does the vendor support staged rollout rather than all-at-once replacement?
- What breaks if an upstream system changes?



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SECURITY AND DATA BOUNDARIES

Security and data boundaries

- What data enters the vendor environment?
- What data is stored, logged, retained, or used for improvement?
- Are encryption, access controls, audit logs, incident response, and data deletion documented?
- Are regulated or confidential workflows handled under written terms that match your obligations?



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IMPLEMENTATION MATURITY

Implementation maturity

- Who owns project management, testing, change requests, and acceptance criteria?
- What does the vendor need from your team each week?
- Does the vendor provide training, admin documentation, and support escalation paths?
- Are success metrics defined before launch?



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COST AND COMMERCIAL FIT + SCORECARD SUMMARY

Cost and commercial fit

- Is pricing tied to seats, usage, transactions, implementation scope, support level, or a mix?
- What costs appear after pilot: integrations, storage, training, support, or model usage?
- What happens if usage doubles?
- What termination, export, and transition rights exist?

Scorecard summary

Score each category from 1 to 5, then weight categories based on the workflow risk.

- Low-risk internal workflow: capability and adoption may outweigh formal controls.
- Customer-facing or regulated workflow: data boundaries, support, and contractual terms carry more weight.
- High-integration workflow: implementation maturity matters as much as the model.