

Vendor evaluation decision pack

Illustrative evaluation / workflow evidence and decision criteria

SCENARIO

Priority workflows

EVIDENCE

Demo + due diligence

DECISION

Recorded rationale

Evaluation lens	Evidence requested	Decision question	Illustrative status
Business process fit	Demonstrate normal + exception journeys	Can the solution support the target work?	Scenario testing
Integration + data	Interface design + migration approach	What extra delivery effort is required?	Dependency review
Operating model	Support, access and change responsibilities	Can the organisation run the solution?	Owner validation
Whole-life value	Assumptions, terms and internal effort	Are costs and risks understood together?	Investment review

Selection and implementation should use the same business tests.

Criteria and evidence are illustrative. The selected solution follows the agreed assessment and decision process.

Implementation & governance blueprint

Digital Transformation / indicative sequence, gates and accountable roles



GOVERNANCE / DECISIONS, OWNERS AND EVIDENCE

Decision	Accountable role	Evidence
Vendor selection	Business + procurement	Weighted evaluation and decision record
Scope change	Programme sponsor	Impact on outcomes, effort and dependencies
Go / no-go	Business + service owner	Testing, migration and readiness evidence
Benefits review	Outcome owner	Baseline, measure and operating feedback

Timing and final roles follow the scope, dependencies and readiness. No delivery result is implied.