

Vendor Evaluation Scorecard

A weighted comparison of fictional vendors with evidence notes, decisions, and review ownership.

Evaluation	Customer-support platform shortlist
Decision owner	Daniel Okafor
Scoring	1 poor to 5 excellent; weighted score out of 5
Weights	Product 30%, Security 25%, Service 20%, Commercials 15%, Sustainability 10%

Vendor	Product 30%	Security 25%	Service 20%	Commercials 15%	Sustainability 10%	Weighted score	Decision	Evidence note
Cedar Desk	5	4	4	3	4	4.15	Advance	Best workflow fit; security remediation has an accepted date.
Harbour Support	4	5	3	3	3	3.8	Advance	Strong controls and references; services plan needs detail.
Juniper CX	4	3	5	4	4	3.95	Hold	Excellent onboarding; regional data option is not yet contracted.
Northstar Queue	3	4	3	5	2	3.45	Hold	Lowest cost; product gaps create implementation work.
Pinebridge Help	3	3	4	4	5	3.65	Do not advance	Good sustainability evidence; lacks required routing controls.

Fictional procurement sample. Validate evidence, conflicts, privacy, security, and legal requirements independently.