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| **VENDOR SELECTION CRITERIA [Template]** |
| The Vendor Evaluation Matrix tool is an evaluation tool that rates the ability of the vendors to meet the Charities’ criteria of an IT Solution using a scale from 1 (poor) to 5 (excellent).***Please note that the table provided below should only be used as a template and charities should fill in the table with the relevant Criteria and Performances based on the specific IT Solution.*** |
| **Charity** | **[Name of Charity]** |
| **IT Solution** | **[IT Solution Name Here]** |
| **Vendor and Product** | **1** | **2** | **3** |
| xxx | xxx | xxx |
| **Cost of Technology** |  $ 123,456.00  |  $ 123,456.00  |  $ 123,456.00  |
| **Scope** | **Criteria / Action** | **Score** | **Performance** | **Score** | **Performance** | **Score** | **Performance** |
| Functional Specifications | Aspect/Process 1 | 5 | Fulfils Aspect/Process 1 with little or no customisation | 5 | Fulfils Aspect/Process 1 with little or no customisation | 2 | Fulfils Aspect/Process 1 with little or no customisation |
| Aspect/Process 2 | 5 | Fulfils Aspect/Process 2 with little or no customisation | 5 | Fulfils Aspect/Process 2 with little or no customisation | 2 | Fulfils Aspect/Process 2 with little or no customisation |
| Data can be exported and reviewed for investigation purposes | 5 | Incident footage can be exported and reviewed when required | 5 | Incident footage can be exported and reviewed when required | 2 | Lack of incident footage, only location and estimated time of incident can be reported |
| Personal Data Protection and Privacy | System should be customised to only save recording when incident occurs. No active monitoring of screens. | 4 | Recording is saved only when there is an incident. Able to review a short period of time before and after an incident. No active monitoring of CCTV screens to retain resident's privacy. | 4 | Recording is saved only when there is an incident. Able to review a short period of time before and after an incident. No active monitoring of CCTV screens to retain resident's privacy. | 5 | Does not store sensitive information about residents |
| Data should be made private and stored on a cloud hosting platform | 5 | Data is stored on a secure cloud hosting platform | 5 | Data is stored on a secure cloud hosting platform | 5 | Data is stored on a secure cloud hosting platform |
| Data Security | Technology solution should be certified to be safe and protected | 5 | Vendor has data security certification | 1 | Unable to attain data security letter | 3 | Unable to attain data security letter, but sensitive data not recorded |
| Vendor relationship | Easily work with vendor to come up with surveillance solution that best suits the SSA's needs | 5 | Vendor has an office in Singapore, vendor can head down physically to location to assess their needs accurately. | 1 | Software is from Germany, while the coordinating vendor from Singapore provides the hardware. Unable to collaborate easily.  | 1 | Software is from Germany, while the coordinating vendor from Singapore provides the hardware. Unable to collaborate easily.  |
| Vendor responsiveness | Vendors should be responsive and easily contactable | 5 | Vendor responds to emails, calls and text quickly. | 2 | Vendor responds to emails, calls and text periodically. | 2 | Vendor responds to emails, calls and text periodically. |
| **Total Score** | **44** | **33** | **23** |
| **Recommended Vendor** | Vendor 1 has been recommended as it is able to meet the performance expectations of the Charity most closely. |