

AI Vendor/Tool Evaluation Matrix - Instructions

How to Use This Evaluation Matrix:

- | | |
|-----------------------------------|--|
| 1. Criteria Weights Sheet | Customize the category and criterion weights based on your project priorities <ul style="list-style-type: none">- Category weights should sum to 100%- Individual criterion weights within each category should sum to 100%- Higher weights = more important to your decision |
| 2. Vendor Comparison Sheet | Score each vendor against all criteria using the 0-5 scale <ul style="list-style-type: none">- 0 = Not Present- 1 = Poor- 2 = Below Average- 3 = Average- 4 = Above Average- 5 = Excellent- N/A = Not Applicable (excluded from scoring) |
| 3. Add Your Vendors | Enter vendor names in columns D, F, H, J (up to 4 vendors) <ul style="list-style-type: none">- Column E, G, I, K are for evidence/notes |
| 4. Scoring | The matrix automatically calculates: <ul style="list-style-type: none">- Weighted criterion scores- Category scores- Overall total scores |
| 5. Risk Assessment | Complete the Risk Assessment sheet for top candidates |
| 6. Summary Dashboard | View the Summary sheet for comparison charts and final recommendation |

Tips:

- Have multiple evaluators score independently, then reconcile
- Document evidence for all scores in the Notes columns
- Use N/A sparingly - only when truly not applicable
- Calibrate scores across vendors (don't give all 5s)

Evaluation Criteria Weights

Category	Category Weight (%)	Criterion	Criterion Weight (%)
1. Functional & Technical Capabilities	20.0		
		AI/ML Algorithm Support	15.0
		Model Development Flexibility	12.0
		AutoML Capabilities	8.0
		Data Preprocessing Tools	10.0
		Model Training Performance	12.0
		Deployment Options	10.0
		API & Integration	10.0
		Programming Language Support	8.0
		Framework Compatibility	8.0
		Real-time & Batch Processing	7.0
2. Data Management & Governance	8.0		
		Data Ingestion	15.0
		Data Quality Tools	15.0
		Data Versioning & Lineage	15.0
		Feature Store	10.0
		Data Catalog	10.0
		Access Controls	15.0
		PII Detection & Anonymization	10.0
		Compliance Support	10.0
3. MLOps & Production	12.0		
		CI/CD Integration	15.0
		Automated Testing	10.0
		Deployment Automation	15.0
		A/B Testing	10.0
		Model Monitoring	15.0
		Drift Detection	15.0

		Performance Tracking	10.0
		Auto-retraining	10.0
4. Explainability & Governance	8.0		
		Model Explainability	25.0
		Prediction Explanations	20.0
		Bias Detection	20.0
		Fairness Metrics	15.0
		Audit Trail	10.0
		Documentation Tools	10.0
5. Usability & User Experience	6.0		
		UI Intuitiveness	20.0
		No-code/Low-code	15.0
		Learning Curve	15.0
		Documentation Quality	15.0
		Collaboration Features	15.0
		Customizable Dashboards	10.0
		Accessibility	10.0
6. Integration & Interoperability	10.0		
		Data Source Integration	20.0
		BI Tool Integration	15.0
		API Flexibility	20.0
		Pre-built Connectors	15.0
		Open Standards	10.0
		Containerization	10.0
		Cloud Compatibility	10.0
7. Performance & Scalability	8.0		
		Training Speed	20.0
		Inference Latency	20.0
		Throughput Capacity	15.0

		Scaling Options	20.0
		GPU/TPU Support	15.0
		Resource Efficiency	10.0
8. Security & Compliance	10.0		
		Authentication & Authorization	15.0
		Data Encryption	15.0
		Security Certifications	15.0
		Compliance Frameworks	15.0
		Audit Logging	10.0
		Vulnerability Management	10.0
		Network Security	10.0
		Incident Response	10.0
9. Vendor Stability	5.0		
		Financial Stability	25.0
		Market Position	20.0
		Customer Base	15.0
		Product Roadmap	15.0
		Company Longevity	15.0
		Strategic Vision	10.0
10. Support & Services	5.0		
		Support SLAs	20.0
		Support Channels	15.0
		Response Times	20.0
		Implementation Services	15.0
		Training Programs	15.0
		Documentation	15.0
11. Total Cost of Ownership	5.0		
		Pricing Transparency	15.0
		License Costs	20.0

		Implementation Costs	20.0
		Support Costs	15.0
		Infrastructure Costs	15.0
		ROI vs Alternatives	15.0
12. Strategic Fit	3.0		
		Strategy Alignment	30.0
		Architecture Fit	25.0
		Use Case Support	20.0
		Partnership Potential	15.0
		Flexibility	10.0

Notes:

- Category weights must sum to 100%
- Criterion weights within each category must sum to 100%
- Adjust weights based on your project priorities

Vendor/Tool Evaluation Matrix

Evaluation Criteria	Weight	Max Points	Vendor 1	Evidence/Notes	Vendor 2
Vendor Name →			[Enter Vendor 1 Name]		[Enter Vendor 2 Name]
1. Functional & Technical Capabilities					
AI/ML Algorithm Support	3.00	15.00			
Model Development Flexibility	2.40	12.00			
AutoML Capabilities	1.60	8.00			
Data Preprocessing Tools	2.00	10.00			
Model Training Performance	2.40	12.00			
Deployment Options	2.00	10.00			
API & Integration	2.00	10.00			
Programming Language Support	1.60	8.00			
Framework Compatibility	1.60	8.00			
Real-time & Batch Processing	1.40	7.00			
2. Data Management & Governance					
Data Ingestion	1.20	6.00			
Data Quality Tools	1.20	6.00			
Data Versioning & Lineage	1.20	6.00			
Feature Store	0.80	4.00			
Data Catalog	0.80	4.00			
Access Controls	1.20	6.00			
PII Detection & Anonymization	0.80	4.00			
Compliance Support	0.80	4.00			
3. MLOps & Production					
CI/CD Integration	1.80	9.00			
Automated Testing	1.20	6.00			
Deployment Automation	1.80	9.00			
A/B Testing	1.20	6.00			
Model Monitoring	1.80	9.00			
Drift Detection	1.80	9.00			

Vendor/Tool Evaluation Matrix

Evaluation Criteria	Weight	Max Points	Vendor 1	Evidence/Notes	Vendor 2
Vendor Name →			<i>[Enter Vendor 1 Name]</i>		<i>[Enter Vendor 2 Name]</i>
Performance Tracking	1.20	6.00			
Auto-retraining	1.20	6.00			
4. Explainability & Governance					
Model Explainability	2.00	10.00			
Prediction Explanations	1.60	8.00			
Bias Detection	1.60	8.00			
Fairness Metrics	1.20	6.00			
Audit Trail	0.80	4.00			
Documentation Tools	0.80	4.00			
5. Usability & User Experience					
UI Intuitiveness	1.20	6.00			
No-code/Low-code	0.90	4.50			
Learning Curve	0.90	4.50			
Documentation Quality	0.90	4.50			
Collaboration Features	0.90	4.50			
Customizable Dashboards	0.60	3.00			
Accessibility	0.60	3.00			
6. Integration & Interoperability					
Data Source Integration	2.00	10.00			
BI Tool Integration	1.50	7.50			
API Flexibility	2.00	10.00			
Pre-built Connectors	1.50	7.50			
Open Standards	1.00	5.00			
Containerization	1.00	5.00			
Cloud Compatibility	1.00	5.00			
7. Performance & Scalability					

Vendor/Tool Evaluation Matrix

Evaluation Criteria	Weight	Max Points	Vendor 1	Evidence/Notes	Vendor 2
Vendor Name →			<i>[Enter Vendor 1 Name]</i>		<i>[Enter Vendor 2 Name]</i>
Training Speed	1.60	8.00			
Inference Latency	1.60	8.00			
Throughput Capacity	1.20	6.00			
Scaling Options	1.60	8.00			
GPU/TPU Support	1.20	6.00			
Resource Efficiency	0.80	4.00			
8. Security & Compliance					
Authentication & Authorization	1.50	7.50			
Data Encryption	1.50	7.50			
Security Certifications	1.50	7.50			
Compliance Frameworks	1.50	7.50			
Audit Logging	1.00	5.00			
Vulnerability Management	1.00	5.00			
Network Security	1.00	5.00			
Incident Response	1.00	5.00			
9. Vendor Stability					
Financial Stability	1.25	6.25			
Market Position	1.00	5.00			
Customer Base	0.75	3.75			
Product Roadmap	0.75	3.75			
Company Longevity	0.75	3.75			
Strategic Vision	0.50	2.50			
10. Support & Services					
Support SLAs	1.00	5.00			
Support Channels	0.75	3.75			
Response Times	1.00	5.00			

Vendor/Tool Evaluation Matrix

Evaluation Criteria	Weight	Max Points	Vendor 1	Evidence/Notes	Vendor 2
Vendor Name →			<i>[Enter Vendor 1 Name]</i>		<i>[Enter Vendor 2 Name]</i>
Implementation Services	0.75	3.75			
Training Programs	0.75	3.75			
Documentation	0.75	3.75			
11. Total Cost of Ownership					
Pricing Transparency	0.75	3.75			
License Costs	1.00	5.00			
Implementation Costs	1.00	5.00			
Support Costs	0.75	3.75			
Infrastructure Costs	0.75	3.75			
ROI vs Alternatives	0.75	3.75			
12. Strategic Fit					
Strategy Alignment	0.90	4.50			
Architecture Fit	0.75	3.75			
Use Case Support	0.60	3.00			
Partnership Potential	0.45	2.25			
Flexibility	0.30	1.50			
TOTAL SCORE			0.00		0.00

Vendor/Tool Evaluation Matrix

Evaluation Criteria	Weight	Max Points	Evidence/Notes	Vendor 3
Vendor Name →			[Entime]	[Enter Vendor 3 Name]
1. Functional & Technical Capabilities				
AI/ML Algorithm Support	3.00	15.00		
Model Development Flexibility	2.40	12.00		
AutoML Capabilities	1.60	8.00		
Data Preprocessing Tools	2.00	10.00		
Model Training Performance	2.40	12.00		
Deployment Options	2.00	10.00		
API & Integration	2.00	10.00		
Programming Language Support	1.60	8.00		
Framework Compatibility	1.60	8.00		
Real-time & Batch Processing	1.40	7.00		
2. Data Management & Governance				
Data Ingestion	1.20	6.00		
Data Quality Tools	1.20	6.00		
Data Versioning & Lineage	1.20	6.00		
Feature Store	0.80	4.00		
Data Catalog	0.80	4.00		
Access Controls	1.20	6.00		
PII Detection & Anonymization	0.80	4.00		
Compliance Support	0.80	4.00		
3. MLOps & Production				
CI/CD Integration	1.80	9.00		
Automated Testing	1.20	6.00		
Deployment Automation	1.80	9.00		
A/B Testing	1.20	6.00		
Model Monitoring	1.80	9.00		
Drift Detection	1.80	9.00		

Vendor/Tool Evaluation Matrix

Evaluation Criteria	Weight	Max Points	Evidence/Notes	Vendor 3
Vendor Name →		[Enter Name]		[Enter Vendor 3 Name]
Performance Tracking	1.20	6.00		
Auto-retraining	1.20	6.00		
4. Explainability & Governance				
Model Explainability	2.00	10.00		
Prediction Explanations	1.60	8.00		
Bias Detection	1.60	8.00		
Fairness Metrics	1.20	6.00		
Audit Trail	0.80	4.00		
Documentation Tools	0.80	4.00		
5. Usability & User Experience				
UI Intuitiveness	1.20	6.00		
No-code/Low-code	0.90	4.50		
Learning Curve	0.90	4.50		
Documentation Quality	0.90	4.50		
Collaboration Features	0.90	4.50		
Customizable Dashboards	0.60	3.00		
Accessibility	0.60	3.00		
6. Integration & Interoperability				
Data Source Integration	2.00	10.00		
BI Tool Integration	1.50	7.50		
API Flexibility	2.00	10.00		
Pre-built Connectors	1.50	7.50		
Open Standards	1.00	5.00		
Containerization	1.00	5.00		
Cloud Compatibility	1.00	5.00		
7. Performance & Scalability				

Vendor/Tool Evaluation Matrix

Evaluation Criteria	Weight	Max Points	Evidence/Notes	Vendor 3
Vendor Name →			[Enter Name]	[Enter Vendor 3 Name]
Training Speed	1.60	8.00		
Inference Latency	1.60	8.00		
Throughput Capacity	1.20	6.00		
Scaling Options	1.60	8.00		
GPU/TPU Support	1.20	6.00		
Resource Efficiency	0.80	4.00		
8. Security & Compliance				
Authentication & Authorization	1.50	7.50		
Data Encryption	1.50	7.50		
Security Certifications	1.50	7.50		
Compliance Frameworks	1.50	7.50		
Audit Logging	1.00	5.00		
Vulnerability Management	1.00	5.00		
Network Security	1.00	5.00		
Incident Response	1.00	5.00		
9. Vendor Stability				
Financial Stability	1.25	6.25		
Market Position	1.00	5.00		
Customer Base	0.75	3.75		
Product Roadmap	0.75	3.75		
Company Longevity	0.75	3.75		
Strategic Vision	0.50	2.50		
10. Support & Services				
Support SLAs	1.00	5.00		
Support Channels	0.75	3.75		
Response Times	1.00	5.00		

Vendor/Tool Evaluation Matrix

Evaluation Criteria	Weight	Max Points	Evidence/Notes	Vendor 3
Vendor Name →			[Enter Name]	[Enter Vendor 3 Name]
Implementation Services	0.75	3.75		
Training Programs	0.75	3.75		
Documentation	0.75	3.75		
11. Total Cost of Ownership				
Pricing Transparency	0.75	3.75		
License Costs	1.00	5.00		
Implementation Costs	1.00	5.00		
Support Costs	0.75	3.75		
Infrastructure Costs	0.75	3.75		
ROI vs Alternatives	0.75	3.75		
12. Strategic Fit				
Strategy Alignment	0.90	4.50		
Architecture Fit	0.75	3.75		
Use Case Support	0.60	3.00		
Partnership Potential	0.45	2.25		
Flexibility	0.30	1.50		
TOTAL SCORE				0.00

Vendor/Tool Evaluation Matrix

Evaluation Criteria	Weight	Max Points	Evidence/Notes	Vendor 4
Vendor Name →			[Enter]	[Enter Vendor 4 Name]
1. Functional & Technical Capabilities				
AI/ML Algorithm Support	3.00	15.00		
Model Development Flexibility	2.40	12.00		
AutoML Capabilities	1.60	8.00		
Data Preprocessing Tools	2.00	10.00		
Model Training Performance	2.40	12.00		
Deployment Options	2.00	10.00		
API & Integration	2.00	10.00		
Programming Language Support	1.60	8.00		
Framework Compatibility	1.60	8.00		
Real-time & Batch Processing	1.40	7.00		
2. Data Management & Governance				
Data Ingestion	1.20	6.00		
Data Quality Tools	1.20	6.00		
Data Versioning & Lineage	1.20	6.00		
Feature Store	0.80	4.00		
Data Catalog	0.80	4.00		
Access Controls	1.20	6.00		
PII Detection & Anonymization	0.80	4.00		
Compliance Support	0.80	4.00		
3. MLOps & Production				
CI/CD Integration	1.80	9.00		
Automated Testing	1.20	6.00		
Deployment Automation	1.80	9.00		
A/B Testing	1.20	6.00		
Model Monitoring	1.80	9.00		
Drift Detection	1.80	9.00		

Vendor/Tool Evaluation Matrix

Evaluation Criteria	Weight	Max Points	Evidence/Notes	Vendor 4
Vendor Name →			[Enter Name]	[Enter Vendor 4 Name]
Performance Tracking	1.20	6.00		
Auto-retraining	1.20	6.00		
4. Explainability & Governance				
Model Explainability	2.00	10.00		
Prediction Explanations	1.60	8.00		
Bias Detection	1.60	8.00		
Fairness Metrics	1.20	6.00		
Audit Trail	0.80	4.00		
Documentation Tools	0.80	4.00		
5. Usability & User Experience				
UI Intuitiveness	1.20	6.00		
No-code/Low-code	0.90	4.50		
Learning Curve	0.90	4.50		
Documentation Quality	0.90	4.50		
Collaboration Features	0.90	4.50		
Customizable Dashboards	0.60	3.00		
Accessibility	0.60	3.00		
6. Integration & Interoperability				
Data Source Integration	2.00	10.00		
BI Tool Integration	1.50	7.50		
API Flexibility	2.00	10.00		
Pre-built Connectors	1.50	7.50		
Open Standards	1.00	5.00		
Containerization	1.00	5.00		
Cloud Compatibility	1.00	5.00		
7. Performance & Scalability				

Vendor/Tool Evaluation Matrix

Evaluation Criteria	Weight	Max Points	Evidence/Notes	Vendor 4
Vendor Name →			[Enter Name]	[Enter Vendor 4 Name]
Training Speed	1.60	8.00		
Inference Latency	1.60	8.00		
Throughput Capacity	1.20	6.00		
Scaling Options	1.60	8.00		
GPU/TPU Support	1.20	6.00		
Resource Efficiency	0.80	4.00		
8. Security & Compliance				
Authentication & Authorization	1.50	7.50		
Data Encryption	1.50	7.50		
Security Certifications	1.50	7.50		
Compliance Frameworks	1.50	7.50		
Audit Logging	1.00	5.00		
Vulnerability Management	1.00	5.00		
Network Security	1.00	5.00		
Incident Response	1.00	5.00		
9. Vendor Stability				
Financial Stability	1.25	6.25		
Market Position	1.00	5.00		
Customer Base	0.75	3.75		
Product Roadmap	0.75	3.75		
Company Longevity	0.75	3.75		
Strategic Vision	0.50	2.50		
10. Support & Services				
Support SLAs	1.00	5.00		
Support Channels	0.75	3.75		
Response Times	1.00	5.00		

Vendor/Tool Evaluation Matrix

Evaluation Criteria	Weight	Max Points	Evidence/Notes	Vendor 4
Vendor Name →			<i>[Enter Name]</i>	<i>[Enter Vendor 4 Name]</i>
Implementation Services	0.75	3.75		
Training Programs	0.75	3.75		
Documentation	0.75	3.75		
11. Total Cost of Ownership				
Pricing Transparency	0.75	3.75		
License Costs	1.00	5.00		
Implementation Costs	1.00	5.00		
Support Costs	0.75	3.75		
Infrastructure Costs	0.75	3.75		
ROI vs Alternatives	0.75	3.75		
12. Strategic Fit				
Strategy Alignment	0.90	4.50		
Architecture Fit	0.75	3.75		
Use Case Support	0.60	3.00		
Partnership Potential	0.45	2.25		
Flexibility	0.30	1.50		
TOTAL SCORE				0.00

Vendor/Tool Evaluation Matrix

Evaluation Criteria	Weight	Max Points	Evidence/Notes
Vendor Name →		[Entire]	
1. Functional & Technical Capabilities			
AI/ML Algorithm Support	3.00	15.00	
Model Development Flexibility	2.40	12.00	
AutoML Capabilities	1.60	8.00	
Data Preprocessing Tools	2.00	10.00	
Model Training Performance	2.40	12.00	
Deployment Options	2.00	10.00	
API & Integration	2.00	10.00	
Programming Language Support	1.60	8.00	
Framework Compatibility	1.60	8.00	
Real-time & Batch Processing	1.40	7.00	
2. Data Management & Governance			
Data Ingestion	1.20	6.00	
Data Quality Tools	1.20	6.00	
Data Versioning & Lineage	1.20	6.00	
Feature Store	0.80	4.00	
Data Catalog	0.80	4.00	
Access Controls	1.20	6.00	
PII Detection & Anonymization	0.80	4.00	
Compliance Support	0.80	4.00	
3. MLOps & Production			
CI/CD Integration	1.80	9.00	
Automated Testing	1.20	6.00	
Deployment Automation	1.80	9.00	
A/B Testing	1.20	6.00	
Model Monitoring	1.80	9.00	
Drift Detection	1.80	9.00	

Vendor/Tool Evaluation Matrix

Evaluation Criteria	Weight	Max Points	Evidence/Notes
Vendor Name →	[Enter]		
Performance Tracking	1.20	6.00	
Auto-retraining	1.20	6.00	
4. Explainability & Governance			
Model Explainability	2.00	10.00	
Prediction Explanations	1.60	8.00	
Bias Detection	1.60	8.00	
Fairness Metrics	1.20	6.00	
Audit Trail	0.80	4.00	
Documentation Tools	0.80	4.00	
5. Usability & User Experience			
UI Intuitiveness	1.20	6.00	
No-code/Low-code	0.90	4.50	
Learning Curve	0.90	4.50	
Documentation Quality	0.90	4.50	
Collaboration Features	0.90	4.50	
Customizable Dashboards	0.60	3.00	
Accessibility	0.60	3.00	
6. Integration & Interoperability			
Data Source Integration	2.00	10.00	
BI Tool Integration	1.50	7.50	
API Flexibility	2.00	10.00	
Pre-built Connectors	1.50	7.50	
Open Standards	1.00	5.00	
Containerization	1.00	5.00	
Cloud Compatibility	1.00	5.00	
7. Performance & Scalability			

Vendor/Tool Evaluation Matrix

Evaluation Criteria	Weight	Max Points	Evidence/Notes
Vendor Name →	[Enter]		
Training Speed	1.60	8.00	
Inference Latency	1.60	8.00	
Throughput Capacity	1.20	6.00	
Scaling Options	1.60	8.00	
GPU/TPU Support	1.20	6.00	
Resource Efficiency	0.80	4.00	
8. Security & Compliance			
Authentication & Authorization	1.50	7.50	
Data Encryption	1.50	7.50	
Security Certifications	1.50	7.50	
Compliance Frameworks	1.50	7.50	
Audit Logging	1.00	5.00	
Vulnerability Management	1.00	5.00	
Network Security	1.00	5.00	
Incident Response	1.00	5.00	
9. Vendor Stability			
Financial Stability	1.25	6.25	
Market Position	1.00	5.00	
Customer Base	0.75	3.75	
Product Roadmap	0.75	3.75	
Company Longevity	0.75	3.75	
Strategic Vision	0.50	2.50	
10. Support & Services			
Support SLAs	1.00	5.00	
Support Channels	0.75	3.75	
Response Times	1.00	5.00	

Vendor/Tool Evaluation Matrix

Evaluation Criteria	Weight	Max Points	Evidence/Notes
Vendor Name →		[Enter]	
Implementation Services	0.75	3.75	
Training Programs	0.75	3.75	
Documentation	0.75	3.75	
11. Total Cost of Ownership			
Pricing Transparency	0.75	3.75	
License Costs	1.00	5.00	
Implementation Costs	1.00	5.00	
Support Costs	0.75	3.75	
Infrastructure Costs	0.75	3.75	
ROI vs Alternatives	0.75	3.75	
12. Strategic Fit			
Strategy Alignment	0.90	4.50	
Architecture Fit	0.75	3.75	
Use Case Support	0.60	3.00	
Partnership Potential	0.45	2.25	
Flexibility	0.30	1.50	
TOTAL SCORE			

Vendor/Tool Risk Assessment

Complete this risk assessment for your top 2-3 vendor candidates.

Risk Category	Risk Description	Likelihood (H/M/L)	Impact (H/M/L)	Risk Score
Vendor Lock-In				
Technical Limitations				
Vendor Viability				
Support Quality				
Security & Compliance				
Cost Overruns				
Adoption Challenges				
Integration Complexity				
Performance Issues				
Scalability Constraints				

Risk Scoring Guide:

Likelihood: H=High (>50% chance), M=Medium (20-50% chance), L=Low (<20% chance)

Impact: H=High (project failure), M=Medium (significant issues), L=Low (minor inconvenience)

Risk Score: Multiply Likelihood × Impact (H=3, M=2, L=1). Scores 6-9 are critical risks.

[illegible]

Vendor Evaluation Summary

Final Evaluation Scores

Vendor Name	Total Score	Percentage	Rank	Status
[Enter Vendor 1 Name]		0.0%	#N/A	#N/A
[Enter Vendor 2 Name]		0.0%	#N/A	#N/A
[Enter Vendor 3 Name]		0.0%	#N/A	#N/A
[Enter Vendor 4 Name]		0.0%	#N/A	#N/A

Recommended Vendor: #N/A

Final Score: 0.00

Decision Notes:

[Document key factors in the selection decision, strengths/weaknesses of top candidates, and next steps]

Proof-of-Concept Tracking

Track POC activities and results for each vendor

Success Criterion	Target	Vendor 1	Vendor 2	Vendor 3	Vendor 4
Functional Completeness	Yes				
Model Accuracy	≥85%				
Prediction Latency	≤200ms				
Ease of Setup	≥4/5				
Integration Success	Yes				
User Satisfaction	≥4/5				
Data Processing	Yes				
Scalability Test	1000 concurrent				
Documentation Quality	≥4/5				
Support Responsiveness	≤4 hours				

Criteria Met		0	0	0	0
Success Rate	0%	0%	0%	0%	