

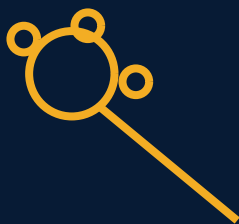


LIAMOL
HOSPITALITY INTELLIGENCE

CHECKLIST

Vendor Evaluation Checklist

A practical framework for selecting technology and service partners with confidence.



LIAMOL RESOURCE SERIES | VENDOR SELECTION



VENDOR EVALUATION STEP 01

A disciplined comparison

Bring the right people into the room, score evidence rather than promises and capture assumptions that could change the decision.

- ☐ Set non-negotiables and decision criteria.
- ☐ Use a consistent process for every supplier.
- ☐ Record evidence, owners and open questions.

Evidence, score and decision note

Evidence: _____ Score: _____ Decision note: _____



VENDOR EVALUATION STEP 02

Build a comparable scorecard

Set weights before demonstrations begin. Apply the same standard to every supplier and record why a score changed.

- ☐ Agree strategic, functional and technical weights.
- ☐ Score evidence rather than sales promises.
- ☐ Pair weighted score with visible risk.

Evidence, score and decision note

Evidence: _____ Score: _____ Decision note: _____



VENDOR EVALUATION STEP 03

Define the decision

Set the mandate before comparing suppliers. A good selection process starts with operating priorities, not a feature list.

- ☐ Confirm the decision and business case.
- ☐ Define scope, budget and target date.
- ☐ Name the accountable sponsor.

Evidence, score and decision note

Evidence: _____ Score: _____ Decision note: _____



VENDOR EVALUATION STEP 04

Strategic fit

Assess whether the vendor helps the hotel move toward its strategy rather than simply solving today's pain point.

- ☐ Test business and operating alignment.
- ☐ Assess roadmap fit for the estate.
- ☐ Confirm the supplier supports intended growth.

Evidence, score and decision note

Evidence: _____ Score: _____ Decision note: _____

VENDOR EVALUATION STEP 05

Functional capability

Test real workflows with the people who will use the service. Do not score a polished generic demonstration.

- ☐ Map critical workflows and exceptions.
- ☐ Use realistic hotel scenarios.
- ☐ Capture frontline feedback and gaps.

Evidence, score and decision note

Evidence: _____ Score: _____ Decision note: _____



VENDOR EVALUATION STEP 06

Integrations

The value of a hospitality platform is often determined by how reliably it connects to the surrounding ecosystem.

- ☐ List upstream and downstream systems.
- ☐ Test APIs, monitoring and failure handling.
- ☐ Confirm ownership of every interface.

Evidence, score and decision note

Evidence: _____ Score: _____ Decision note: _____



VENDOR EVALUATION STEP 07

Architecture and scale

Understand how the solution behaves as the estate, transaction volume and complexity grow.

- ☐ Review cloud model and release cadence.
- ☐ Test performance and resilience expectations.
- ☐ Assess multi-property and portfolio readiness.

Evidence, score and decision note

Evidence: _____ Score: _____ Decision note: _____

VENDOR EVALUATION STEP 08

Security and access

Security diligence should establish operating discipline, not just collect certificates.

- ☐ Review identity, MFA and privileged access.
- ☐ Assess encryption, logging and patching.
- ☐ Test incident and recovery controls.

Evidence, score and decision note

Evidence: _____ Score: _____ Decision note: _____



VENDOR EVALUATION STEP 09

Data and privacy

Data ownership, portability and lawful processing should be clear before contract signature.

- ☐ Confirm controller and processor roles.
- ☐ Review retention, deletion and backups.
- ☐ Protect access, consent and export rights.

Evidence, score and decision note

Evidence: _____ Score: _____ Decision note: _____



VENDOR EVALUATION STEP 10

Implementation and migration

Evaluate the delivery method as carefully as the product. The biggest selection risk is often execution.

- ☐ Review delivery team and hospitality experience.
- ☐ Test data migration and cutover approach.
- ☐ Confirm training and adoption support.

Evidence, score and decision note

Evidence: _____ Score: _____ Decision note: _____



VENDOR EVALUATION STEP 11

Support and service

A support model must match the hotel's 24/7 operational reality and escalation expectations.

- ☐ Validate hours, languages and channels.
- ☐ Review severity and restoration targets.
- ☐ Test escalation and customer-success model.

Evidence, score and decision note

Evidence: _____ Score: _____ Decision note: _____



VENDOR EVALUATION STEP 12

Commercial terms

Normalise all proposals to compare total value and exposure over the intended contract period.

- ☐ Capture all subscription and delivery costs.
- ☐ Review price escalation and change charges.
- ☐ Confirm exit, renewal and liability terms.

Evidence, score and decision note

Evidence: _____ Score: _____ Decision note: _____

VENDOR EVALUATION STEP 13

Financial stability

The hotel needs confidence that the vendor can support the roadmap and service commitment over the contract term.

- ☐ Review ownership and funding signals.
- ☐ Assess concentration and continuity risk.
- ☐ Confirm roadmap investment capacity.

Evidence, score and decision note

Evidence: _____ Score: _____ Decision note: _____



VENDOR EVALUATION STEP 14

References and reputation

References should validate operating reality under conditions similar to yours.

- ☐ Speak with comparable hotels and portfolios.
- ☐ Ask about delivery, support and change.
- ☐ Validate reputation beyond selected references.

Evidence, score and decision note

Evidence: _____ Score: _____ Decision note: _____



VENDOR EVALUATION STEP 15

Make risk visible

Pair the weighted score with a simple risk register. A lower-scoring vendor may still be preferred if residual risk is more manageable.

- ☐ Record likelihood and impact.
- ☐ Assign mitigation owners.
- ☐ Escalate material residual risks.

Evidence, score and decision note

Evidence: _____ Score: _____ Decision note: _____



VENDOR EVALUATION STEP 16

Ask what matters in operations

Use references to test whether the promised experience survives implementation, peak demand and everyday support.

- ☐ Compare plan against delivery reality.
- ☐ Ask about interfaces and service response.
- ☐ Identify what they would do differently.

Evidence, score and decision note

Evidence: _____ Score: _____ Decision note: _____



VENDOR EVALUATION STEP 17

Close the decision with clarity

The strongest recommendation is concise: what was selected, why it is right now, what remains to be controlled and who owns the next step.

- ☐ Confirm decision criteria and evidence.
- ☐ Agree conditions and remediation.
- ☐ Record next steps and accountable owners.

Evidence, score and decision note

Evidence: _____ Score: _____ Decision note: _____