

Evaluation Criteria for Outsourcing Customer Service Vendors

Date: [Insert Date]

To: [Vendor Name]

From: [Your Company Name]

Subject: Evaluation of Your Proposal for Customer Service Outsourcing

Evaluation Criteria

1. **Experience and Expertise**
 - Years in business
 - Relevant industry experience
 - Client testimonials and case studies
2. **Service Level Agreements (SLAs)**
 - Response time benchmarks
 - Resolution time benchmarks
 - Escalation procedures
3. **Technology and Tools**
 - Platform compatibility
 - Support for omnichannel communication
 - Reporting and analytics tools
4. **Cost Structure**
 - Pricing models (fixed, variable)
 - Add-on fees
 - Overall value for services provided
5. **Staffing and Training**
 - Qualifications of customer service staff
 - Training programs offered
 - Staff turnover rates
6. **Compliance and Security**
 - Data protection policies
 - Compliance with industry regulations
 - Security measures in place

Conclusion

We appreciate your participation in this selection process and look forward to assessing your proposal based on the outlined criteria. Please ensure that the necessary information is provided by [submission deadline].

Thank you.

Sincerely,

[Your Name]

[Your Job Title]

[Your Company Name]