

# VENDOR EVALUATION DOCUMENTATION

## TechSolutions Global Inc. - Cloud Infrastructure Services

<b>Document Type:</b>	Vendor Evaluation Package
<b>Vendor Name:</b>	TechSolutions Global Inc.
<b>Procurement Category:</b>	Cloud Infrastructure & Managed Services
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<b>Prepared By:</b>	Procurement Strategy Team
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## 1. VENDOR OVERVIEW

**Company Name:** TechSolutions Global Inc.

**Headquarters:** Austin, Texas, USA

**Year Founded:** 2012

**Employees:** 3,500+ globally

**Annual Revenue:** \$850 million (FY 2024)

**Market Position:** Top 15 cloud infrastructure provider in North America

**Stock Status:** Publicly traded (NASDAQ: TSGX)

TechSolutions Global Inc. is a leading provider of enterprise cloud infrastructure and managed services. Founded in 2012, the company has grown from a regional data center operator to a global cloud services provider with 28 data centers across four continents. The company specializes in hybrid cloud solutions, containerization platforms, and 24/7 managed services for Fortune 1000 clients.

## 2. TECHNICAL CAPABILITIES

### Cloud Infrastructure:

- Multi-cloud orchestration across AWS, Azure, and Google Cloud Platform
- Proprietary hybrid cloud management platform (CloudCommand™)
- 99.995% uptime SLA with financial penalties for non-compliance
- Global CDN with 150+ edge locations
- Auto-scaling capabilities supporting up to 10,000 instances per customer

### Security & Compliance:

- ISO 27001, SOC 2 Type II, PCI-DSS Level 1 certified
- GDPR, HIPAA, and FedRAMP authorized (Moderate impact level)
- Zero-trust architecture with microsegmentation
- Advanced DDoS protection (up to 2 Tbps mitigation capacity)

- 24/7 Security Operations Center (SOC) with AI-powered threat detection

**Technology Stack:**

- Kubernetes and Docker containerization
- Terraform and Ansible for infrastructure-as-code
- Prometheus and Grafana for monitoring
- Support for major programming languages and frameworks
- API-first architecture with OpenAPI 3.0 documentation

**Integration Capabilities:**

- Pre-built connectors for 50+ enterprise applications (SAP, Salesforce, ServiceNow)
- RESTful and GraphQL APIs
- Webhook support for real-time event notifications
- SAML 2.0 and OAuth 2.0 authentication

### 3. COMMERCIAL PROPOSAL SUMMARY

TechSolutions Global has submitted a comprehensive 3-year proposal with flexible pricing models aligned to our anticipated consumption patterns and growth trajectory.

Service Component	Year 1	Year 2	Year 3	Notes
Base Infrastructure (monthly)	\$45,000	\$47,250	\$49,613	5% annual increase
Compute Resources (per vCPU/mo)	\$28	\$28	\$27	Volume discount Y3
Storage (per TB/month)	\$95	\$92	\$89	Tiered pricing
Data Transfer (per TB)	\$75	\$72	\$70	Reduced egress fees
Managed Services (monthly)	\$18,500	\$19,425	\$20,396	5% annual increase
24/7 Premium Support	\$12,000	\$12,000	\$12,000	Flat rate
Professional Services (hourly)	\$185	\$185	\$185	150-hour commitment

**Payment Terms:** Net 30 days from invoice date

**Contract Length:** 36 months with optional 12-month extensions

**Minimum Commitment:** \$950,000 annually (Year 1)

**Volume Discounts:** Additional 5% discount if annual spend exceeds \$1.5M

**Termination:** 90-day notice required; early termination fee of 25% remaining contract value

**Price Protection:** No increases beyond 5% annually for base services

### 4. PROPOSED IMPLEMENTATION TIMELINE

Phase	Duration	Key Milestones	Dependencies
Phase 1: Assessment	Weeks 1-2	Infrastructure audit, requirements validation, architecture design	Access to current systems

Phase 2: Setup	Weeks 3-6	Environment provisioning, network configuration, security setup	Copy setup executed
Phase 3: Migration Prep	Weeks 7-10	Data classification, migration scripts, testing environment	Architecture approval
Phase 4: Pilot Migration	Weeks 11-14	Migrate 10% workload, performance testing, optimization	Change approval board
Phase 5: Full Migration	Weeks 15-20	Phased migration of remaining workloads	Pilot success criteria
Phase 6: Optimization	Weeks 21-24	Performance tuning, cost optimization, documentation	Migration complete
Phase 7: Handover	Weeks 25-26	Training, knowledge transfer, operational readiness	All systems stable

**Total Implementation Timeline:** 26 weeks (approximately 6 months)

**Resource Commitment:** 2 dedicated engineers plus project manager

**Customer Requirements:** 3-5 FTE for coordination and testing

## 5. FINANCIAL STABILITY & PERFORMANCE

### Revenue Growth:

- FY 2022: \$612 million
- FY 2023: \$728 million (19% growth)
- FY 2024: \$850 million (17% growth)
- FY 2025 (projected): \$985 million (16% growth)

### Profitability Metrics:

- EBITDA Margin: 23% (industry average: 18%)
- Net Income (FY 2024): \$127 million
- Operating Cash Flow: \$198 million
- Free Cash Flow: \$142 million

### Balance Sheet Strength:

- Total Assets: \$1.2 billion
- Total Debt: \$285 million
- Debt-to-Equity Ratio: 0.35 (healthy leverage)
- Cash and Equivalents: \$215 million
- Current Ratio: 2.1 (strong liquidity)

**Credit Rating:** BBB+ (S&P);, Baa1 (Moody's) - Investment grade

**Investor Relations:** Quarterly earnings calls, transparent reporting

**Recent Developments:** Secured \$100M credit facility in Q3 2024 for data center expansion

## 6. CUSTOMER REFERENCES

TechSolutions Global provided three reference customers in similar industries and scale. All references were contacted between November 15-30, 2025.

### Reference 1: Global Financial Services Corp.

- **Industry:** Financial Services
- **Company Size:** 12,000 employees, \$4.5B revenue
- **Services Used:** Hybrid cloud, managed services, disaster recovery
- **Contract Duration:** 4 years (current customer)
- **Annual Spend:** Approximately \$2.1M
- **Contact:** Sarah Chen, VP Infrastructure (verified via LinkedIn)

### Feedback Summary:

"TechSolutions has been instrumental in our cloud transformation. Their hybrid approach allowed us to maintain on-premises systems for regulatory compliance while migrating 70% of workloads to cloud. The team is responsive, and we've consistently met our 99.99% uptime targets. Migration took 7 months (1 month over estimate) but was thorough. Support response times average under 15 minutes for P1 issues."

**Areas for Improvement:** Initial documentation was incomplete; required several iterations.

### Reference 2: HealthTech Innovations Ltd.

- **Industry:** Healthcare Technology
- **Company Size:** 8,500 employees, \$1.8B revenue
- **Services Used:** HIPAA-compliant cloud, container orchestration, 24/7 support
- **Contract Duration:** 2 years (renewed once)
- **Annual Spend:** Approximately \$1.4M
- **Contact:** Dr. Michael Rodriguez, CTO (verified via company website)

**Feedback Summary:**

"Security and compliance are paramount in healthcare, and TechSolutions exceeded expectations. Their HIPAA expertise and audit support were invaluable. We process 2 million patient records monthly with zero security incidents. The Kubernetes platform scaled seamlessly during peak demand. Cost was higher than alternatives but justified by quality and compliance support."

**Areas for Improvement:** Reporting dashboard could be more customizable.

**Reference 3: RetailDirect International**

- **Industry:** E-commerce & Retail
- **Company Size:** 15,000 employees, \$3.2B revenue
- **Services Used:** Multi-cloud management, CDN, auto-scaling infrastructure
- **Contract Duration:** 3 years (month 28 of current contract)
- **Annual Spend:** Approximately \$2.8M
- **Contact:** James Patterson, Director of Cloud Operations (verified via email)

**Feedback Summary:**

"Black Friday traffic spikes can make or break our year. TechSolutions' auto-scaling handled 300% traffic increase without manual intervention. CDN reduced page load times by 40%, directly impacting conversion rates. Migration was complex but well-executed with minimal downtime (4 hours total across 6 months). Support team is knowledgeable and available."

**Areas for Improvement:** Billing transparency could be better; unexpected charges in month 3.

## 7. IDENTIFIED RISK FACTORS

Based on due diligence conducted through documentation review, reference checks, and third-party research, the following risks have been identified:

Risk Category	Severity	Description	Mitigation Strategy
Vendor Lock-in	Medium	Proprietary CloudCommand™ platform may create high switching costs	Ensure contract includes exit clause; ensure API compatibility
Market Competition	Medium	Intense competition from AWS, Azure could erode margins	Assure contract includes price protection clause; monitor market rates annually
Financial Leverage	Low	Debt levels manageable but rising with expansion	Include financial covenant monitoring in contract; quarterly reviews
Resource Availability	Low-Medium	Growing customer base may strain support capacity	Contract with penalties; dedicated account team requirement
Geopolitical Risk	Low	Data centers in emerging markets (2 of 28)	Specify US/EU data residency requirements only
Technology Obsolescence	Medium	Rapid tech evolution could require platform updates	Ensure contract includes transparency clause; quarterly technology reviews
Regulatory Changes	Low	Evolving compliance requirements (especially GDPR)	Shared responsibility model; vendor maintains compliance certifications

## 8. COMPETITIVE LANDSCAPE

TechSolutions Global was evaluated against three other vendors in this procurement cycle:

**Vendor A (CloudGiant Enterprise):**

- Pricing: 15% lower than TechSolutions
- Technical fit: Excellent for pure cloud, limited hybrid capabilities
- Market leader but less personalized service
- Implementation timeline: 8-10 months

**Vendor B (DataCenter Plus):**

- Pricing: 8% higher than TechSolutions
- Technical fit: Strong in compliance and security
- Smaller company, more agile but higher business risk
- Implementation timeline: 5-6 months

**Vendor C (Regional Cloud Services):**

- Pricing: 22% lower than TechSolutions
- Technical fit: Basic cloud services, limited advanced features
- Local provider, cost-effective but limited scale for growth
- Implementation timeline: 3-4 months

**TechSolutions Global Differentiation:**

- Best-in-class hybrid cloud capabilities matching our current architecture
- Strong compliance credentials (FedRAMP, HIPAA) for future regulatory requirements
- Balanced pricing - mid-range but with comprehensive feature set
- Proven track record with similar-sized organizations in related industries
- Investment-grade financial stability reducing business continuity risk

## 9. COMPLIANCE & CERTIFICATIONS

Certification/Standard	Status	Audit Date	Scope
ISO 27001:2013	Certified	August 2025	All data centers and operations
SOC 2 Type II	Certified	June 2025	Security, availability, confidentiality
PCI-DSS Level 1	Certified	September 2025	Payment processing infrastructure
HIPAA	Compliant	July 2025	Healthcare data processing systems
FedRAMP Moderate	Authorized	March 2025	Government cloud services
GDPR	Compliant	Ongoing	EU data processing activities
ISO 9001:2015	Certified	October 2025	Quality management systems
SSAE 18	Certified	June 2025	Controls at service organization

**Audit Documentation:** All certification reports available upon NDA execution

**Continuous Monitoring:** Quarterly compliance reviews and annual re-certifications

**Third-Party Validation:** All certifications verified through independent registries

## 10. SERVICE LEVEL AGREEMENTS (SLAs)

Service Metric	Committed Level	Measurement Method	Financial Remedy
Infrastructure Uptime	99.995%	Automated monitoring (5-min intervals)	10% monthly credit per 0.1% below
Support Response (P1)	< 15 minutes	Ticket timestamp	5% monthly credit per incident
Support Response (P2)	< 2 hours	Ticket timestamp	2% monthly credit per incident
Support Response (P3/P4)	< 8 hours	Ticket timestamp	No financial remedy
Network Latency	< 50ms (intra-region)	Network monitoring tools	5% monthly credit if consistent
Backup Success Rate	99.99%	Automated backup logs	Full backup service credit
Security Incident Response	< 1 hour (notification)	SOC timestamp	10% monthly credit per incident
Monthly Report Delivery	By 5th business day	Email delivery confirmation	No financial remedy

**Maximum Monthly Credit:** 25% of monthly recurring charges

**Credit Application:** Automatic upon monthly invoice (no claim required)

**SLA Exclusions:** Force majeure, customer-caused outages, scheduled maintenance (with 72-hour notice)

## 11. STRATEGIC ALIGNMENT

**Alignment with Organizational Priorities:**

**1. Digital Transformation Initiative (2025-2027):**

TechSolutions' hybrid cloud platform directly supports our goal to migrate 75% of on-premises workloads while maintaining critical systems locally. Their CloudCommand™ platform provides the unified management layer identified as essential in our IT strategy roadmap.

**2. Cost Optimization Goals:**

Proposed pricing represents 18% reduction vs. current infrastructure costs when accounting for eliminated hardware refresh cycles, reduced personnel overhead, and improved resource utilization. Projected 3-year TCO: \$3.2M vs. \$4.1M for status quo.

**3. Security & Compliance Mandate:**

FedRAMP authorization positions us for potential government contracts identified in strategic plan. HIPAA compliance enables healthcare vertical expansion planned for 2026. Enhanced security posture addresses board-level concerns raised in Q3 2025.

**4. Scalability for Growth:**

Auto-scaling capabilities support projected 40% user growth over 3 years without infrastructure constraints. Global data center footprint aligns with international expansion into EMEA (2026) and APAC (2027) markets.

**5. Innovation Partnership Potential:**

TechSolutions' AI/ML platform and container orchestration align with innovation initiatives in customer analytics and process automation. Vendor's R&D; investment (12% of revenue) suggests commitment to technology advancement.

**Long-term Partnership Indicators:**

- Account team dedication and executive sponsor assignment
- Quarterly business reviews with C-level participation
- Technology roadmap sharing and early access programs
- Joint case study and reference opportunities
- Collaborative innovation workshops (2 per year committed)

**12. DUE DILIGENCE ACTIVITIES COMPLETED**

Activity	Date Completed	Outcome	Conducted By
Financial Analysis	Nov 28, 2025	Investment-grade creditworthiness confirmed	Finance Team
Technical Assessment	Nov 22, 2025	Platform meets 95% of requirements	IT Architecture
Security Audit Review	Dec 3, 2025	SOC 2 and ISO 27001 reports verified	InfoSec Team
Reference Checks (3)	Nov 15-30, 2025	Positive feedback, minor concerns noted	Procurement
Legal Contract Review	Dec 5, 2025	Terms acceptable with minor amendments	Legal Dept
Site Visit (Austin HQ)	Nov 20, 2025	Facilities and operations verified	CTO + Procurement
Disaster Recovery Test	Dec 1, 2025	RTO/RPO requirements validated	IT Operations
Pricing Benchmark	Nov 25, 2025	Mid-range pricing vs. market alternatives	Procurement

Background Check	Nov 18, 2025	No adverse findings	Risk Management
Data Privacy Assessment	Dec 4, 2025	GDPR compliance confirmed	Privacy Officer

### 13. SUPPORTING DOCUMENTATION

The following supporting documents are available for detailed review:

- Appendix A:** Complete Proposal Document (87 pages)
- Appendix B:** Technical Architecture Diagrams (12 pages)
- Appendix C:** Detailed Pricing Workbook (Excel, 5 worksheets)
- Appendix D:** Security & Compliance Certificates (PDF portfolio)
- Appendix E:** SOC 2 Type II Report (Confidential, 156 pages)
- Appendix F:** Reference Interview Transcripts (3 documents)
- Appendix G:** Financial Statements (FY 2022-2024, 10-K filings)
- Appendix H:** Draft Master Service Agreement (32 pages)
- Appendix I:** Implementation Project Plan (Gantt chart, MS Project)
- Appendix J:** Competitive Comparison Matrix (Excel)
- Appendix K:** Risk Assessment Detailed Report (18 pages)
- Appendix L:** Site Visit Report and Photos (11 pages)

**Document Repository:** SharePoint/Procurement/Vendors/TechSolutions\_Evaluation/  
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