Top 10 Procurement Questions for Security Solutions

When evaluating a security vendor, asking the right questions is critical. These ten questions go beyond the brochure to reveal how a vendor really performs when it matters most.

1 What certifications and compliance standards do your solutions meet?

NDAA, SOC 2, HIPAA, GDPR, etc.

2 How does your system integrate with existing infrastructure?

Think access control, video surveillance, alarms, visitor management, etc.

3 What's your data privacy and cybersecurity strategy?

Ask about encryption, cloud security, and multi-factor authentication.

4 Can you provide a detailed scope of work and total cost of ownership?

Include installation, licensing, updates, support, and maintenance.

5 How scalable and future-proof is your platform?

Can it grow with your organization or adapt to new threats?

6 What are your average response and resolution times for service requests?

And what does your SLA guarantee?

7 How do you support remote monitoring and mobile access?

Critical for modern, multi-site, or hybrid work environments.

8 What kind of training and onboarding do you provide?

And is there ongoing support post-deployment?

9 How often do you release updates or new features?

This gives insight into how innovative and proactive the vendor is.

10 Can you provide references or case studies in our industry?

Always follow up with peer insights and success stories.