

MFT Renewal Evaluation

Date: _____
Firm: _____

Four questions to take to your incumbent before you re-sign

Incumbent vendor: _____

Renewal date: _____

1 The Four Questions

Score your incumbent’s expected answer: Strong / Acceptable / Weak. The questions are vendor-agnostic.

QUESTION	ACCEPTABLE ANSWER LOOKS LIKE	INCUMBENT’S ANSWER	SCORE
Q1 Credential architecture & roadmap to eliminate persistent credentials	A dated roadmap with credible architectural description, not “we rotate keys frequently.”	_____ _____	☐ Strong ☐ Acceptable ☐ Weak
Q2 Evidence pack for our compliance frame, production time, and known gaps	A frame-mapped artifact with quantified production time and an honest list of gaps.	_____ _____	☐ Strong ☐ Acceptable ☐ Weak
Q3 Migration tooling if we leave in 18 months: actual cost, named contact	A named person, a documented process, an honest cost estimate. Discomfort = lock-in.	_____ _____	☐ Strong ☐ Acceptable ☐ Weak
Q4 Three-year architecture path: identity, audit, compliance evolution	A thesis connecting file exchange to broader security architecture, not just a product roadmap.	_____ _____	☐ Strong ☐ Acceptable ☐ Weak

2 Outcome Pattern

☐ **Clean Renewal**
3–4 STRONGS
Incumbent answers confidently. Renewal is the right move; the evaluation has done its job.

☐ **Renewal + Stricter Reqs**
MIXED, NO WEAKS
Use renewal as leverage for roadmap commitments or pricing concessions tied to weaker answers.

☐ **Triggered Evaluation**
1+ WEAKS
Renewal window becomes a 90-day due diligence period where alternatives get a real look.

3 Appetite Check

If incumbent answers came back mostly Weak, my appetite to evaluate alternatives this cycle:

What would need to be true for evaluation to be the right move:
