

## VENDOR RATING WORKSHEET

Agency Name: \_\_\_\_\_

Vendor: \_\_\_\_\_

Agency Contract Monitor: \_\_\_\_\_

Date of Rating: \_\_\_\_\_

Document Number: \_\_\_\_\_

Notes: \_\_\_\_\_

**Default is standard. If category being rated is not applicable the vendor score defaults to standard.**

Rating Categories	Below Standard	Standard	Above Standard
Customer Services			
Timeliness			
Quality			
Technology			
Flexibility			
Pricing			

**OVERALL RATING:** \_\_\_\_\_

**Any rating other than standard requires explanation and documentation.**

<b>COMMENTS:</b>

### Category Definitions

**CUSTOMER SERVICE:** degree of responsiveness provided by the contractor/supplier to an agencies request for assistance

**TIMELINESS:** degree to which the contractor supplied product or service within the time frames identified/specified in the contract/scope of work

**QUALITY:** degree to which a product or service meets or exceeds standards set forth in the contract/scope of work

**TECHNOLOGY:** the level to which the contractor/supplier utilizes current technologies to deliver and support products and services as specified in the contract/scope of work

**FLEXIBILITY:** adaptability of contractor/supplier to adjust to the State’s changing needs

**PRICING:** the level to which the contractor/supplier adheres to the pricing structure outlined or specified in the contract/scope of work

### Rating Definitions

**1=Below Standard:** Vendor performance regarding the terms and conditions of the contract/scope of work has been less than standard/satisfactory. Support documentation is required (**overall score of less than 1.75**).

**2=Standard:** Vendor has met all specifications/requirements of the contract/scope of work (**overall score of 1.75-2.25**).

**3=Above Standard:** Vendor performance regarding the terms and conditions of the contract/scope of work has been more than standard/satisfactory. Support documentation is required (**overall score above 2.25**).