

Vendor Evaluation Scorecard

Please rate each statement based on your experience with the vendor over the past 6 - 12 months by circling the number that applies. Average the scores for each category to quickly see the vendor's top strengths and areas for improvement.



T TRUST & TRANSPARENCY

The vendor communicates openly and honestly about challenges and limitations.



I trust the vendor to act in our best interest.



TOTAL:
AVERAGE:

H HELPFULNESS & RESPONSIVENESS

The vendor responds promptly to inquiries and requests.



The vendor provides effective support when issues arise.



TOTAL:
AVERAGE:

R RELIABILITY & RESULTS

The vendor consistently meets agreed-upon service levels and deadlines.



The quality of deliverables from the vendor is consistently high.



TOTAL:
AVERAGE:

I INNOVATION & IMPROVEMENT

The vendor proactively suggests improvements or innovations.



The vendor demonstrates a commitment to continuous improvement.



TOTAL:
AVERAGE:

V VALUE & ALIGNMENT

The vendor's services are cost-effective relative to the value delivered.



The vendor's goals and values align with our organization's mission.



TOTAL:
AVERAGE:

E ENGAGEMENT & COLLABORATION

The vendor collaborates effectively with our internal teams.



The vendor demonstrates cultural awareness and sensitivity in interactions.



TOTAL:
AVERAGE:

Overall Total Overall Average:



Interpretation Guide

1

Add your ratings for Questions 1 - 12:

Overall Total

Divide by 12 to get your Average:

Overall Average

✓ TIP: You can quickly identify your partner's strengths and opportunities for improvement by looking at the average in each THRIVE section.

2

Interpret Overall Average using the chart below.

3

Identify top two strengths and top two gaps.

4

Define next steps

✓ e.g. regular check-in meetings, innovation roadmap session, cultural alignment workshop.

Overall Average

Interpretation

Action

4.5 – 5.0

Strategic Partner –
Vendor exceeds expectations and aligns with long-term goals.

Maintain partnership; explore innovation opportunities.

3.5 – 4.4

Strong Partner –
Reliable with minor gaps.

Continue collaboration; address improvement areas.

2.5 – 3.4

Transactional Partner –
Meets basic needs but lacks strategic value.

Develop improvement plan or consider RFP.

BELOW 2.5

At Risk –
Vendor relationship may hinder program success.

Urgent review; consider replacement.