



RFP EVALUATION

November, 2024

THINK STRATEGICALLY, NOT JUST TACTICALLY:

Talk about strategic sourcing, key elements that make it different than simply procurement.

- Viewed more as a partnership not strictly client/vendor
- Detailed vendor vetting to include:
 - Interviews w/ existing clients—detailed questions on their experience w/ vendor
 - Vet customer service for clarity, speed., and accuracy of problem solving (response time, customer interaction...)
 - Evaluate relational fit—key members of client team and vendor team (program managers, tech, customers service)
 - Evaluate vendor’s ability to understand (add to) the long term vision
 - Discern vendor’s willingness to engage in frequent and direct communication (trust building)

WEIGHTED RFP EVAL

This an example—the organization issuing an RFP should expand upon and detail this rubric with specifics related to their own project.

- Add User Centric Design to the criteria
- Have multiple people in org evaluate, then compare/contrast/discuss

Vendor Comparison Matrix—Weighted Scores				
	Weight	Vendor 1	Vendor 2	Vendor 3
General Info	5%	0.2	0.1	0.25
Capabilities	20%	1	0.8	0.6
Customer Service	10%	0.3	0.4	0.3
Customer References	15%	0.75	0.75	0.3
Pricing	20%	0.6	0.8	0.8
Data Security	10%	0.5	0.3	0.3
Implementation Timeline	20%	0.6	1	0.4
OVERALL SCORE (Out of 5 pts.)		3.95	4.15	2.95

CREATE TEMPLATES FOR EVALUATION

- Vendor templates (criteria to score: financial stability, reference checks, leadership, reputation, timeliness of work, etc.)
- Weighted scoring templates for criteria
- Cost comparison templates (if multiple vendors have different pricing/cost models)

Ask to see live demo, drill down, go off script.