

# Vendor Event Scorecard

For internal use only

Vendor	
Banner ID	
Date	

Total Points Earned	Overall Score

Category 1: Performance								
Item	Description	Weight %	A	B	C	D	F	Score
Pricing	Vendor's price relative to competitors.	10%	Exceeds Expectations	Meets Expectations	Satisfactory	Needs Improvement	Does Not Meet Expectations	
	Did vendor offer discount on event?	10%	Exceeds Expectations	Meets Expectations	Satisfactory	Needs Improvement	Does Not Meet Expectations	
Quality	Was the vendor and/or staff professional?	10%	Exceeds Expectations	Meets Expectations	Satisfactory	Needs Improvement	Does Not Meet Expectations	
	Quality of products received, i.e., food, entertainment, etc.	10%	Exceeds Expectations	Meets Expectations	Satisfactory	Needs Improvement	Does Not Meet Expectations	
Timing	Did the event or vendor begin as scheduled?	5%	Always	Almost Always	Sometimes	Almost Never	Never	
	Did the event or vendor end as scheduled?	5%	Always	Almost Always	Sometimes	Almost Never	Never	
Appearance	Was the venue clean and professional in appearance? <i>Or...</i>	5%	Exceeds Expectations	Meets Expectations	Satisfactory	Needs Improvement	Does Not Meet Expectations	
	Was the vendor's equipment clean and professional in appearance?		Exceeds Expectations	Meets Expectations	Satisfactory	Needs Improvement	Does Not Meet Expectations	
Total % Available in Category		55%	Total % Supplier Earned in Category					

Category 2: Customer Service								
Item	Description	Weight %	A	B	C	D	F	Score
Question Response	Vendor's responsiveness to questions.	10%	Within Hours	Same Day	> 24 Hours	> 48 Hours	60+ Hours	
Complaint Response	Vendor's responsiveness to complaints.	10%	Exceeds Expectations	Meets Expectations	Satisfactory	Needs Improvement	Does Not Meet Expectations	
Knowledge	Vendor's knowledge regarding their service and how it relates to RU.	5%	Exceeds Expectations	Meets Expectations	Satisfactory	Needs Improvement	Does Not Meet Expectations	
Total % Available in Category		25%	Total % Supplier Earned in Category					

Category 3: Incidents								
Item	Description	Weight %	A	B	C	D	F	Score
Incidents	Were there any vendor incidents before and/or during the event?	10%	Always	Almost Always	Sometimes	Almost Never	Never	
	Are you satisfied with their conflict resolution process?	10%	Always	Almost Always	Sometimes	Almost Never	Never	
Total % Available in Category		20%	Total % Supplier Earned in Category					



OFFICE OF CONTRACTING  
& PROCUREMENT

Score Weighting	
A	90-100%
B	80-89%
D	70-79%
E	60-69%
F	< 59%