Rowan University
OFFICE OF CONTRACTING & PROCUREMENT

Vendor Scorecard

For internal use only

Vendor	
Banner ID	
Date	

Total Points Earned	Overall Score
0	

Category 1: Performance

Item	Description	Weight %	A	B	C	D	E	Score
Pricing	Vendor's price relative to competitors.	10%	Exceeds Expectations	Meets Expectations	Satisfactory	Needs Improvement	Does Not Meet Expectations	
	Does vendor offer discounts?	10%	Exceeds Expectations	Meets Expectations	Satisfactory	Needs Improvement	Does Not Meet Expectations	
Quotes	How quickly does supplier return quotes?	10%	Within Hours	Same Day	> 24 Hours	> 48 Hours	60+ Hours	
	How long are quotes valid?	5%	60+ Days	31-59 Days	30 Days	14-30 Days	Less than two weeks	
Delivery	Are deliveries made within quoted timeline?	5%	Always	Almost Always	Sometimes	Almost Never	Never	
	Are orders delivered in whole?	5%	Always	Almost Always	Sometimes	Almost Never	Never	
Quality	Quality of products or services received.	5%	Exceeds Expectations	Meets Expectations	Satisfactory	Needs Improvement	Does Not Meet Expectations	
System	How user friendly is the Vendor's ordering system?	5%	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	E	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	E	Score
Incidents	How common are incidents with Vendor?	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*					

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