

Putting The Pieces In Place:

Solving the Puzzle of Connecting Supplier Evaluations, Scorecards, and Ratings

EXECUTIVE SUMMARY

This white paper, authored by the NIGP Business Council (NBC), explores the importance of connecting evaluation methods, criteria, scoring, and performance ratings for optimal supplier engagement and contract performance. It is written from the supplier community's perspective while aligning with public procurement best practices.

FOUR PHASES OF CONTRACT MANAGEMENT

The paper introduces four phases of contract management that leverage supplier community language:

1. **Pre-Solicitation and Market Research:** Understand the need, industry, and gather data to inform the evaluation criteria.
2. **Developing the Solicitation Evaluation Method/Model:** Create clarity, consistency, and transparency in the sourcing process.
3. **Leveraging Supplier Scorecards/Evaluation Matrix:** Evaluate bidders/proposers consistently and transparently.
4. **Utilizing Ratings for Contractor Performance:** Evaluate contractor performance consistently and transparently to enhance the likelihood of successful outcomes.

SUPPLIER RELATIONSHIP MANAGEMENT (SRM)

Effective SRM provides value for both suppliers and practitioners. It leads to healthy contracting relationships, successful contracts, and benefits for the communities served. SRM activities occur throughout the contract lifecycle, from solicitation formation through contract closeout.

SUPPLIER PERFORMANCE MANAGEMENT (SPM)

SPM goes beyond routine supplier evaluations and seeks to develop a holistic, long-term view of supplier performance. It helps foster improved relationships, reduce costs, and maintain quality standards.

CHALLENGES

The paper discusses challenges faced by both entities and suppliers related to evaluation criteria and structure, solicitation language, relevant requirements, evaluation scoring methodology, and assessment rating tools. Addressing these challenges can lead to more successful partnerships.

CONCLUSION

Connecting evaluation criteria, methods, scoring, and performance ratings is critical for optimal contract performance. Effective SRM and SPM practices benefit both suppliers and practitioners, leading to healthy relationships and successful outcomes for the community.