

Vendor Scorecard

1. Purpose and scope

Buyer instructions: replace every [bracketed placeholder], delete anything that doesn't apply, and delete all italic guidance before you share this scorecard with the vendor. Set up Sections 1, 2, 4 to 6, 8 and 12, and the KPI rows in Section 7, once. Agree them with the vendor and keep them fixed until the annual review. Each review period, save a copy and complete Sections 3, 7, 9, 10 and 11.

This scorecard records how [Vendor name] ("the vendor") performed against the contract named in Section 2 during the review period in Section 3. [Organization name] ("we", "us") uses it to:

- give the vendor clear, regular feedback against agreed targets
- agree corrective actions where performance falls short, and track them until they're closed
- inform decisions about [renewal, changes in scope and future sourcing]

In scope: [The products and services this scorecard covers, e.g. the [product] subscription, implementation services under SOW [number], and support.]

Out of scope: [Anything not covered, e.g. services bought under a separate contract.]

This scorecard measures performance. It does not change the contract. Where the contract sets service levels, service credits or other remedies, the contract terms apply.

Public bodies may have their own rules for recording a contractor's performance and for using it in later awards. Check with your procurement office before you rely on this format.

2. Vendor and contract details

Item	Details
Vendor legal name	[Legal name]
Products or services in scope	[Description]
Contract reference	[Contract number, order form or SOW]

Item	Details
	number]
Contract start and end dates	[Start date to end date]
Renewal or notice date	[Date by which we must give notice of non-renewal, if any]
Service level schedule	[SLA document or contract schedule, and version]
Annual contract value	[Amount, optional]
Vendor tier	[Strategic / Important / Routine]
Vendor account manager	[Name, title, email]
Our vendor manager (owns this scorecard)	[Name, title, email]
Our business owner	[Name, title, email]

The vendor tier sets how often you review the vendor. See Section 12.

3. Review period and participants

Item	Details
Review period	[Quarter and year: start date to end date]
Scorecard status	[Draft / Final], [date]
Data due from the vendor	[Date]
Draft scorecard sent to the vendor	[Date]
Review meeting	[Date, time, location or meeting link]
Previous overall score	[Score from the last period, or "First review"]

Name	Organization	Role in this review
[Name]	[Organization name]	Vendor manager: consolidates the scores and chairs the review
[Name]	[Organization name]	Business owner: scores [categories]
[Name]	[Organization name]	[IT / security / finance]: scores [categories]
[Name]	[Vendor name]	Account manager
[Name]	[Vendor name]	[Service delivery manager / support lead]

Each evaluator scores only the KPIs they have evidence for. Score independently first, then agree a single score for each KPI before the draft goes to the vendor.

4. Scoring scale

Every KPI is scored from 1 to 5 using the definitions below. For KPIs with a measured result, Section 5.3 sets the results that earn each score. Use whole numbers.

Score	Rating	Meaning
5	Excellent	Well above target throughout the period, as defined in Section 5.3. No issues needed our involvement.
4	Good	Above target for the period. Any problems were minor, and the vendor fixed them without our involvement.
3	Meets target	Met the target for the period. Any problems were fixed within the agreed time.
2	Below target	Missed the target, or met it only because we intervened. Corrective action required (Section 9).
1	Unacceptable	Well below target, as defined in Section 5.3, or a serious failure such as [a priority 1 incident handled outside the SLA, or a security notification made late]. Corrective action required (Section 9), and escalation if it's a critical KPI (Section 8).

If there was nothing to measure for a KPI in the period, for example no releases, mark it N/A and leave it out of the overall score (see Section 7.2).

Qualitative KPIs, such as communication, use the same definitions. Support every score of 1, 2 or 5 with a dated example in the comments, so the vendor can see what it's being scored on.

5. KPI categories and measures

Choose two or three KPIs per category and delete the rest. Every target should come from the contract, the SLA or the statement of work. Agree the targets, thresholds and data sources with the vendor before the first review period starts.

5.1 KPIs for any vendor

Category	Example KPIs	How to measure
Quality	Defect or rejection rate; rework required	Items or deliverables rejected or reworked ÷ total delivered in the period
Delivery	On-time delivery; complete and accurate orders	Orders, deliverables or milestones delivered by the agreed date ÷ total due
Cost and commercial	Invoice accuracy; prices match the contract	Invoices paid without correction ÷ invoices received; any charge above the contract price
Service and support	Responsiveness; time to resolve issues	Time to acknowledge and to resolve requests, against the times in the contract
Compliance and risk	Contract obligations met; required documents current	Obligations met on time (reports, insurance certificates, audits) ÷ obligations due
Relationship	Communication; account management; improvement ideas	Evaluator rating against the scale in Section 4, with dated examples

5.2 KPIs for a software or IT services vendor

Use these for a SaaS, software or managed IT services vendor, alongside any from Section 5.1. Section 6 shows which category each one counts toward. Replace every target with the figure in your contract.

KPI	How to measure	Data source	Target
SLA attainment (availability)	Monthly availability, calculated exactly as the SLA defines it, including its exclusions. Count the months the target was met.	Vendor's SLA report, checked against our own monitoring	[SLA target]% in [every month of the period]
Project and change delivery	Milestones and change requests accepted by the agreed date ÷ total due	SOW plan and acceptance records	[X]% on time
Release quality	Production defects found after each release, by severity; rollbacks and emergency fixes; release notice given as the contract	Our defect log and change records; vendor release notes	No more than [X] severity 1 or 2 defects per release; notice [X] days before release

KPI	How to measure	Data source	Target
	requires		
Incident response and resolution	Incidents responded to and resolved, or worked around, within the SLA times for their priority ÷ total incidents; root cause reports on time, where the contract requires them	Our service desk records and the vendor's incident reports	[X]% within SLA for priority 1 and 2; root cause report within [X] business days
Support responsiveness	Time to first response and to resolution for tickets that aren't incidents; tickets open longer than [X] days	Support portal ticket report	First response within [X] business hours; [X]% resolved within [X] business days
Security and compliance	Security incidents affecting our data notified within the contract time; critical vulnerabilities fixed within the agreed time; required audit reports or certifications, such as a SOC 2 report or ISO/IEC 27001 certificate, kept current	Vendor notifications and audit reports; our security team's review	All notifications within [X] hours; critical fixes within [X] days; reports current

5.3 Score thresholds

For each measured KPI, set the results that earn each score before the period starts. Put the contract target at score 3. For KPIs where lower is better, such as defects, reverse the direction. The first row shows the format only.

KPI	1	2	3	4	5
[e.g. Incidents resolved within SLA]	[Below A%]	[A% to below B%]	[B% (target) to below C%]	[C% to below D%]	[D% or more]
[KPI]	[Result]	[Result]	[Result]	[Result]	[Result]
[KPI]	[Result]	[Result]	[Result]	[Result]	[Result]

6. Weights

Weights show what matters most in this contract, and they must add up to 100. The figures below are an example only. Set your own before the first review period, and change them only at the annual review.

Category	Weight	KPIs in this category (from Section 5)
Quality	[20]	[e.g. Release quality]
Delivery	[25]	[e.g. SLA attainment; project and change delivery]
Service and support	[20]	[e.g. Incident response and resolution; support responsiveness]
Cost and commercial	[10]	[e.g. Invoice accuracy]
Compliance and risk	[15]	[e.g. Security and compliance]
Relationship	[10]	[e.g. Communication and account management]
Total	100	

Split each category's weight across its KPIs, equally unless one matters more, and enter the KPI weights in Section 7.2.

7. Scorecard

7.1 KPI results

Complete one row per KPI. The example rows use KPIs from Sections 5.1 and 5.2; replace them with your own. Attach or link the data behind each result.

KPI	Target	Actual this period	Score (1 to 5)	Evidence and comments
SLA attainment (availability)	[Target]	[Result]		[Months met; SLA exclusions applied]
Project and change delivery	[Target]	[Result]		
Release quality	[Target]	[Result]		
Incident response and resolution	[Target]	[Result]		
Support responsiveness	[Target]	[Result]		