**Ranking Potential Vendor Services**

Directions: Before meeting with any external vendors, discuss each question with your staff and advisory board. Record your answers in the space provided. By articulating your expectations, you will be better prepared to question and negotiate with the vendors. After interviewing each vendor, rate how well the vendor meets your expectations for each question using the rating scale below. The ratings will help you select between multiple vendors or determine whether any outside vendor can meet your expectations.

Rating Scale

4—This vendor fully meets our expectations/preferred characteristics in this area.

3—This vendor nearly meets our expectations/preferred characteristics in this area.

2—This vendor somewhat meets our expectations/preferred characteristics in this area.

1—This vendor does not meet our expectations/preferred characteristics in this area.

Category I: Results, Philosophy, Services, and Materials

1. What evidence of success (e.g., independent studies, school testimonials) would we like the vendor to possess?

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Notes:

**Tool 23—Outlining Program Expectations (continued)**

2. What are the main components of our educational philosophy we would like the vendor’s program to support?

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Notes:

3. Which district or state standards should the vendor’s program address?

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Notes:

4. What types of materials (e.g., student books, teacher guides, assessment tools) do we want the vendor to provide? What about materials for special-needs students (e.g., bilingual texts, large print, audio tapes)?

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Notes:

**Tool 23—Outlining Program Expectations (continued)**

5. Do we want a program that incorporates technology? What kind of technologies?

How should they be used?

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Notes:

6. What degree of instructor expertise do we want the program to accommodate (e.g., if many of our staff do not have college degrees, a program requiring all staff to have college degrees would not fit)?

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Notes:

7. How much and what type of training do we want the vendor to provide?

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Notes:

**Tool 23—Outlining Program Expectations (continued)**

8. How much and what type of technical assistance (e.g., onsite consulting, conference calls,

e-mail exchanges) do we want the vendor to provide?

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Notes:

Category II: Expected or Preferred Outcomes

9. What academic outcomes do we expect for students after one year? After three years?

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Notes:

10. What other outcomes (e.g., increased class participation and homework completion rates, better attitude toward school) do we expect for students after one year? After three years?

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Notes:

**Tool 23—Outlining Program Expectations (continued)**

11. What satisfaction levels do we expect for instructors after one year? After three years?

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Notes:

Category III: Programs Costs

12. How much can we afford to spend on an external program? Ideally, how much would we like to spend?

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Notes:

13. What funding methods and other resources are available to us? How well will these resources mesh with the program?

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Notes:

**Tool 23—Outlining Program Expectations (continued)**

Category IV: Other Important Characteristics

14. Question:

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Notes:

15. Question:

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Notes:

16. Question:

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Vendor:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Rating:\_\_\_\_\_\_\_\_

Notes: