

Factors:

- Quality of materials produced against agreed standards
- Experience of customer/recipient of service
- Effectiveness of vendor working with program manager & team
- Meeting criteria specified in contract
- Timely meeting of milestones
- Delivering specialized expertise
- Overall quality & professionalism
- Participation in business meetings
- Effective problem handling & resolution
- Additional value on top of agreed delivery
- Value for money & time spent

3 Levels of Experience with Vendor:

- Users
- Delivery Manager
- Management level

"Soft" Elements:

- Ease of working with vendor
- Quality of creative or development work
- Suitability of creative or development style
- Diplomacy in dealing with other areas of company