

24 Point Selection Checklist

The following checklist identifies 24 key questions which you should be asking when deciding which organisation to appoint.

It is a **generic** list which can be added to and adapted to ensure relevance to your specific supplier decision.

1	Are they a significant "player" as an outsource organisation?	
2	What experience do have they in managing contracts of a similar size / type?	
3	Can they demonstrate high levels of performance in current contracts? (third party references)	
4	Can they manage your contract within their current resources?	
5	If yes to (4) how do they intend to structure their resources to manage the additional workload?	
6	If no to (4) what additional resources do they intend to put in place?	
7	How do they recruit and train new staff?	
8	What level of staff turnover do they experience?	
9	If they were awarded the contract what percentage of their business would this represent?	
10	What experience do they have in your market sector?	

11	What evidence was there that they had researched your company prior to the initial meeting?	
12	How responsive were they to requests during the selection / bidding process?	
13	Has their tender response addressed all of the key issues?	
14	To what extent did they “push back” and question the brief as given?	
15	What creativity / innovation did they demonstrate that adds additional value?	
16	Does their response clearly define how they will report on performance against the key measures?	
17	Have they clearly described how they will internally respond to performance issues?	
18	How competitive is their bid price compared to your budget, and to other bid prices?	
19	In which areas are they demonstrating added value over their competitors?	
20	To what extent is there a culture fit between you and their organisation?	

21	What is their strategic direction?	
22	What is their investment on development?	
23	What are their growth plans?	
24	What is their ability to scale up if your requirements increase?	

See Summary Analysis on next page



SUMMARY ANALYSIS

Using the 24-question checklist, and the specific points you add in, you can design a summary evaluation sheet, and scale suppliers 1 – 6 (1 = low, 6 = high)

Example:

	1	2	3	4	5	6
PRESENCE (in the market)						
EXPERIENCE (similar contracts)						
SUCCESS (current contracts / references)						
RESOURCES						
UNDERSTANDING OF OUR NEEDS						
DEMONSTRATES ADDED VALUE						
PRICE COMPETITIVENESS						
VALUES / CULTURE FIT						
GROWTH, FUTURE CAPABILITIES, RESOURCES						