

HR Provider Evaluation

A Debunk Tool to support HRO

Advantages of supplier evaluation

- Brings structure and method to evaluation
- Aligns criteria with the RFP requirements from the beginning
- Saves time by not reinventing the wheel
- Takes advantage of the learnings of others
- Is configurable to client-specific criteria
- Readily collates and records the team's thinking
- Readily analyses and resolves differences in thinking
- Legitimises selection
- Comes in online or handy spreadsheet versions

The key evaluation factors

▪ Supplier Credibility	Structure and Ownership
▪ Solution Viability and Risks	3 rd Parties
▪ Project Implementation	Other Contracts
▪ Services Conformance	Client Base
▪ Systems	References
▪ Service Centre	Engagement to Date
▪ Pricing	Employment Practices
▪ Service Levels	
▪ Terms & Conditions	

Simply rate the criteria and comment

Ratings Scale

- 0 No evidence
- 1 Below Expectations
- 2 Meets expectations
- 3 Above Expectations
- 4 Far Exceeds Expectations

Supplier Credibility	Question	Weight	Rate	Score	Comment
Structure & Ownership	Are ownership details provided and are they satisfactory? Is the contracting party at a credible level in the company structure?	10%	0-4	0.0	Enter clarifying notes here
3rd Parties	Are details provided? Are 3 rd parties subject to Buyer approval? Does supplier take responsibility 3 rd Parties?	5%	0-4	0.0	Enter clarifying notes here
Other Contracts	Has the vendor stated where any other contracts account for more than 10% of turnover.	10%	0-4	0.0	Enter clarifying notes here
Client base	Is previous experience demonstrated within same country as Buyer?	10%	0-4	0.0	Enter clarifying notes here
Client base	Is previous experience demonstrated within same sector as Buyer?	10%	0-4	0.0	Enter clarifying notes here
References	References of current clients report positive experience of working with supplier.	10%	0-4	0.0	Enter clarifying notes here
Engagement to date	Has supplier met sourcing timetable? Have responses been detailed and pertinent? How competent is supplier team?	25%	0-4	0.0	Enter clarifying notes here
Employment Practices	Is there evidence of "fair" employment practices. Are sustainable training and pay practices documented?	12%	0-4	0.0	Enter clarifying notes here
Employment Practices	What are the levels of Service Centre staff turnover?	8%	0-4	0.0	Enter clarifying notes here

HR Tools for HR People