Final Vendor Selection Survey Guide

FINAL VENDOR SELECTION STAGE

Purpose

The goal of this final survey is to gather structured feedback from the project team and executive leaders to inform a confident, well-aligned vendor selection decision. At this stage in the evaluation process, you've completed in-depth full day demos, reviewed pricing, and engaged in technical deep dives. The team's input will play a key role in shaping the final recommendation and ensuring cross-functional alignment before moving forward.

Final Survey

Take a few minutes to share your final feedback to help guide the vendor selection decision. Your input is critical to ensuring we choose the best long-term partner for our institution.

Survey Best Practices

- **Consider anonymity** of respondents if you feel it will be needed to encourage candor.
- **Include optional comments** (open text field) after each scoring question (or at least at the end).
- **Limit to no more than 13–15 total questions** to avoid survey fatigue.
- Consider adding the **link to your full day demo survey result**s for each vendor at the top of your final vendor selection survey as a reference & refresher for the team.

Team Member Information

- Respondent Information *(this can be left off if you decide to collect anonymous feedback)*
  - Name
  - Role/Department
- Involvement level in the evaluation process

  - **Scale:** Add checkboxes for the following activities: Needs Assessment, Initial Demo, Full Day Demo/On-site, RFP Engagement, Deep Dive Demo(s), Reference Calls

Vendor Assessment - Vendor 1 & Vendor 2

In this section your team will answer the same questions for both of the top 2 vendor finalists. Build your survey so that each question is asked for both Vendor 1 & Vendor 2

Section 1: Strategic Alignment

Q1. Based on everything you've seen, how strong of a fit is this vendor for our institution's strategic goals & digital strategy?
Scale: 1–5 (1 = Not a fit at all, 5 = Excellent fit)

Q2. How confident are you in this vendor's ability to meet our current and future needs?
Scale: 1–5 (1 = Not confident, 5 = Extremely confident)

Section 2: Vendor Team Engagement & Culture Fit

Q3. This vendor demonstrates a strong understanding of our institution's goals, values, and users.
Scale: Strongly Disagree → Strongly Agree (5-point Likert scale)

Q4. This vendor feels like a long-term partner, not just a technology provider.
Scale: Strongly Disagree → Strongly Agree

Section 3: Functional Fit

Q5. How well does this vendor's platform meet our high-priority functional needs (as outlined in our RFP)?
Scale: 1–5 (1 = Significant gaps, 5 = Full alignment)

Q6. Are there any critical functionality concerns that remain unresolved?
Scale: Yes / No
 If Yes → Add optional text field box: *Please describe.*

Section 4: Implementation & Risk

Q7. How confident are you in this vendor's ability to deliver on implementation within the expected timeline and scope?
Scale: 1–5 (1 = Not confident, 5 = Extremely confident)

Q8. This vendor clearly communicated risks, limitations, or custom development needs in our scoping discussions.
Scale: Strongly Disagree → Strongly Agree

Section 5: Support & Relationship

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Q9. Based on interactions so far, how would you rate this vendor's responsiveness and communication?
Scale: 1–5 (1 = Poor, 5 = Excellent)

Q10. How likely are you to enjoy working with this vendor's team through implementation and beyond?
Scale: 1–5 (1 = Not likely, 5 = Very likely)

Final Recommendation

Q11. Which vendor would you recommend and why?
 Scale: Vendor 1, Vendor 2
  Add optional text field box: *Please describe.*

Q12. For your recommended vendor, what do you see as this vendor's biggest strength?
Open text field box

Q13. For your recommended vendor, are there any additional questions or concerns?
 Open text field box