

## Suggested Vendor Criteria List

When seeking various vendors, the following criteria need to be considered. For a more in-depth process (e.g., hiring a CPA firm), a detailed request for proposal (RFP) and/or bid process may be required.

*This information is provided by the Berrien County NonProfit Collaborative as a resource only. Additions to the list are welcomed by emailing [BCNPC@BerrienCommunity.org](mailto:BCNPC@BerrienCommunity.org).*

*More information is available from the BCNPC at [www.berriencommunity.org/special.html](http://www.berriencommunity.org/special.html)*

1. **Discounts/Price Breaks** – Percentages and quantity discounts, levels
2. **Service** – Evidence of superior customer service (e.g., years in business, references, ease of contacting).
3. **Ordering** – Description of ordering process (e.g., online, accepts credit cards)
4. **Returns** – Process for returns, details of how credits are made and what restrictions, if any, are placed on returns.
5. **Catalogs & Product Information** – How information is conveyed to purchasers about product types, availability, and prices.
6. **Delivery** – Delivery information with time of delivery (e.g., within 48 hours (2 business days)), including any associated charges or restrictions.
7. **Rebates** – If offered, type of rebates based on volume purchases.
8. **Complaints or Issues** - How complaints are resolved, and how the resolution of complaints or similar issues is communicated.
9. **Term of Providing Discount** – Term of providing any discounts.
10. **Warranties** – When applicable, terms and length of warranties
11. **Other** – Criteria relevant to your organization and/or the product/services being sought