

**DEPARTMENT OF FINANCE AND ADMINISTRATION
OFFICE OF STATE PROCUREMENT
VENDOR PERFORMANCE REPORT**

A vendor performance report must be completed by all state agencies for contracts that have a total initial contract amount or a total projected contract amount, including any amendments and possible extensions, of \$25,000 or more. The report must be completed at least one (1) time every three (3) months for the entire term of the contract and at the end of the contract.

Agency Number/Name: **2** _____

Bid Number: **3** _____ Contract Document Number: **4** _____
(OSP's SP# or Agency's bid number) (PO, OA, Other)

Contract Monitor Name: **5** _____ Vendor Name: **6** _____

Contract Monitor Email Address: **7** _____ Vendor Tax ID: **8** _____

Contract Monitor Phone Number: **9** _____ Vendor Email Address: **10** _____

Date of Rating: **11** _____

12 Rating Categories	Below Standard	Standard	Above Standard
Customer Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pricing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall Rating: **13** _____

A below standard rating requires explanation and documentation.

Comments:

14

Signature: **15** _____ Date _____
(Director or Authorized Designee)

Name of Director or Designee: **16** _____

Once the signed report has been submitted, it will be reviewed by OSP. OSP will submit the below standard vendor performance report to the vendor.

1. **VPR #:** A number will be assigned to your VPR when it is submitted through the portal. Reference the VPR number on your copy of the form for tracking purposes.
2. **Agency Number/Name:** Select the Agency Business Area Number and Name
3. **Bid Number:** Indicate OSP's assigned bid number or the Agency's assigned bid number. Include the dashes in the bid number, ex: SP-XX-XXXX.
4. **Contract Document Number:** For AASIS users, this should be the number assigned by AASIS for the outline agreement or purchase order. For Reporting Agencies that are not on AASIS, provide number unique to the agency for the contract.
5. **Contract Monitor Name:** This is the name of the person in your agency most familiar with the contract or purchase order. This person will be the sole contact with OSP.
6. **Vendor Name:** This is the name that would appear on the top line of an IRS form W-9. If the vendor uses a Social Security Number as a tax ID, enter the name of the person associated with that SSN. The vendor name must correspond to the legal name of the provider(s) as opposed to the "doing business as" (d.b.a.) or "remit to" name.
7. **Contract Monitor Email Address:** This email address is where all correspondence with the agency will be sent regarding the vendor performance report.
8. **Vendor Tax ID:** The tax ID number is the one under which the business operates. This is typically a Federal Employer Identification Number (FEIN). It may be a Social Security Number if they don't use an FEIN for their business. Include the dashes in the vendor tax id number, ex: XX-XXXXXXX or XXX-XX-XXXX.
9. **Contract Monitor Phone Number:** This phone number is the contact number for the person in your agency most familiar with the contract or purchase order.
10. **Vendor email address:** This email address is where all correspondence with the vendor will be sent regarding the vendor performance report.
11. **Date of Rating:** This is the date the vendor performance report is submitted by the agency.

12. Rating Categories:

Customer Service: The degree of responsiveness provided by the contractor/supplier to an agency's request for assistance in areas including but not limited to invoicing, communication and problem solving.

Delivery: The degree to which the contractor supplied product or service within the time frames identified/specified in the contract/scope of work.

Quality: The conformance of a product or service with the stated requirements, deliverables and performance standards specified in the contract/scope of work.

Pricing: The level to which the contractor/supplier adheres to the pricing structure outlined or specified in the contract/scope of work.

Rating Definitions:

Below Standard: Vendor performance regarding the terms and conditions of the contract/scope of work has been less than standard/satisfactory. Support documentation is required.

Standard: Vendor has met all specifications/requirements of the contract/scope of work.

Above Standard: Vendor performance regarding the terms and conditions of the contract/scope of work has been more than standard/satisfactory.

13. Overall Rating: Select below standard if a below standard rating is indicated for one of the rating categories above. If standard or above standard ratings are indicated, select the overall rating that best describes the service or product provided by the vendor.

14. Comments: It is a requirement to provide details in the comments field when below standard services or products have been provided by the vendor. Attach all relevant documentation. Examples would be a copy of the contract, indicate section(s) of contract not in compliance. Provide details of attempts made to resolve the issues with the vendor and the vendor's responses. Indicating comments for a standard or above standard rating is not required.

15. Agency Director/Designee signature: A printed copy of the VPR must be signed by the Director or designee and included as an attachment in the VPR portal.

16. Name of Director or Designee: Name of the Director of the State Agency or his or her Designee.

VENDOR PERFORMANCE RATING GUIDELINES

Rating Categories

Quality of Goods and Services
Timeliness of Delivery or Performance

Price/Budget (Cost Control)
Customer Service

Above Standard

- This rating represents consistent exceptional and documented performance.
- Consistently superior achievement beyond regular assignments and expectations.
- Significant positive impact to the project.
- Meeting and exceeded performance requirements.
- Delivery of quality results.
- Quickly resolved cost issues.
- Reduced costs while meeting contract requirements.
- All deliveries on-time with some early.
- Delivery issues quickly resolved.
- Highly professional, responsive and proactive.
- High user satisfaction Significantly exceeded expectations

Standard

- This rating encompasses a range of expected performance to support the project.
- Vendor exhibits competency in the assignments.
- Consistently meets the desired expectations of the project.
- Meets standards and objectives and all performance requirements.
- Sometimes exceeds expectations.
- Met overall price estimates.
- Deliveries on-time.
- Schedule not impacted.
- Met expectations.
- Adequate user satisfaction.

Below Standard

- This rating encompasses vendors whose performance does not consistently meet expectations defined in the contract.
- Work is clearly unsatisfactory and consistently fails to meet expectations.
- Close supervision of the vendors was necessary to progress the work.
- Most performance requirements were not met.
- Performance requirements were not met.
- Did not meet cost estimates.
- Significant cost overruns.
- Many schedule slips with negative cost impact.
- Lack of cooperation and lack of user satisfaction.
- Unnecessary changes.