PRAIRIE VIEW A&M UNIVERSITY **VENDOR / CONTRACTOR PERFORMANCE EVALUATION**

Instructions: Use this form to evaluate the overall performance of vendors you are currently working with. Include all information associated with the vendor and apply a performance rating. Definitions are provided below. Be factual and do not include unsubstantiated opinions. Vendor performance evaluations are recommended for all vendors to report all levels of service (exceptional, satisfactory or unsatisfactory). Vendors receiving an overall unsatisfactory rating will be informed of the rating by the Procurement Office and they will be provided a reasonable opportunity to respond. The department will be informed of the resolution.

Vendor Name:	Purchase Document Number:
Date:	Department:

Date:

Department:

DEFINITIONS OF PERFORMANCE RATINGS

EXCEPTIONAL Exceeds contractual	SATISFACTORY Meets contractual	UNSATISFACTORY Does not meet contractual	<u>N/A</u>	<u>INSUFFICIENT</u> INFORMATION TO RATE
requirements. The actions taken by the vendor met the contractual requirements and the scopes of services were accomplished.	requirements. The actions taken by the vendor were Satisfactory.	requirements, and recovery is not likely in a timely manner. The vendor's corrective actions appear or were ineffective.	Not Applicable	There is not sufficient information to rate performance.

PERFORMANCE RATING		COMMENTS (Attach additional sheets if necessary)
Work performed in compliance with contract terms.	 Exceptional Satisfactory Unsatisfactory N/A Insufficient info. to rate 	
Materials, supplies and equipment provided as required?	 Exceptional Satisfactory Unsatisfactory N/A Insufficient info. to rate 	
Staff availability	 Exceptional Satisfactory Unsatisfactory N/A Insufficient info. to rate 	
Timeliness of work	 Exceptional Satisfactory Unsatisfactory N/A Insufficient info. to rate 	

PERFORMANCE RATING		COMMENTS (Attach additional sheets if necessary)
Staff professionalism	 Exceptional Satisfactory Unsatisfactory N/A Insufficient info. to rate 	
Customer service	 Exceptional Satisfactory Unsatisfactory N/A Insufficient info. to rate 	
Quality of work	 Exceptional Satisfactory Unsatisfactory N/A Insufficient info. to rate 	
Communication and Accessibility	 Exceptional Satisfactory Unsatisfactory N/A Insufficient info. to rate 	
Prompt and effective correction of situations and conditions	 Exceptional Satisfactory Unsatisfactory N/A Insufficient info. to rate 	
Contractor compliance with Wage & Benefits (if appropriate)	 Exceptional Satisfactory Unsatisfactory N/A Insufficient info. to rate 	
Documentation records, receipts, invoices and computer generated reports received in a timely manner and in compliance with contract specifications	 Exceptional Satisfactory Unsatisfactory N/A Insufficient info. to rate 	
Would you recommend using this firm again?	□ Yes □ No	(Explain)

OVERALL PERFORMANCE

- □ Exceptional
- □ Satisfactory
- □ Unsatisfactory

Resolutions for unsatisfactory performance should be documented in the vendor reply section below and should be reviewed by the Procurement Office.

VENDOR REPLY: *Return your reply to the Procurement Office at procurementsvs@pvamu.edu for review and final resolution.*

Print Vendor Name:	_ Title:
Signature:	Date:
For Procurement Office Use Only:	
Procurement Officer:	Title:
Signature:	Date:
	Office of Procurement, Contracts and Reconciliations P.O. Box 519; Mail Stop 1311, Prairie View, Texas 77446
	Phone (936) 261-1902 Fax (936) 261-1958
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