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: | | | |
| DEFINITIONS OF PERFORMANCE RATINGS | | | | | | |
| EXCEPTIONAL | SATISFACTORY | <u>UNSATISFACTORY</u> | <u>N/A</u> | INSUFFICIENT | | |
| Exceeds contractual requirements. The actions taken by the vendor met the contractual requirements and the scopes of services were accomplished. | Meets contractual requirements. The actions taken by the vendor were Satisfactory. | Does not meet contractual requirements, and recovery not likely in a timely manne The vendor's corrective actions appear or were ineffective. | 1 tot i ipplicable | INFORMATION TO RATE 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 | 1 | 1 |
| ☐ Exceptional | | |
| ☐ Satisfactory | | |

☐ Unsatisfactory

| Resolutions for unsatisfactory performance should be de Procurement Office. | ocumented in the vendor reply section below and should be reviewed by the |
|---|---|
| VENDOR REPLY: Return your reply to the Procuren | ment Office at procurementsvs@pvamu.edu for review and final resolution. |
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| Procurement Officer: | Title: |
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| Signature: | Date: |

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June 2015