

CONTRACT PERFORMANCE EVALUATION

The Office of State Purchasing is requesting agency feedback to determine if contracts with approaching expiration dates should be renewed or new bids solicited. If you can provide input as to the performance of the vendor, quality of the merchandise, the effectiveness of the contract, or modifications needed, please complete this form and submit it on-line. List suggestions and any additional comments on how we can improve the contract in the Comments space provided below. Your feedback is very important to us and we appreciate your assistance in determining the future of the contract(s).

This form is designed to collect information prior to bidding or renewing and not to report deficient performance. Report all deficient performance on a Deficiency/Complaint form for immediate action. We also have a "Contract Suggestions" form which can be submitted on-line at any time to convey your needs to us as they relate to changes needed or new contract suggestions.

*Agency Name: _____ *Name & Title of Evaluator: _____

*Email Address _____ *Evaluator's Telephone No.: _____

*Contract No.: _____ Expiration Date: _____ *Vendor(s) : _____

INSTRUCTIONS:

Review each element and indicate if the contract meets your agency's needs by responding with a Yes, No, or N/A (not applicable). Comments are requested on all "No" responses. For additional assistance, contact the Office of State Purchasing.

RESPONSE:

Check the appropriate box

Contract Usage

		Yes	No	N/A
Usage	1. Contract Used by your Agency? If "no", not necessary to complete this form unless existing contract can be altered to meet your needs. If so, please provide comments.			
	2. If "yes", is contract used to fulfill all of your needs for this type of commodity?			

Contractor Performance Elements

		Yes	No	N/A
Customer Service	3. Adequate accessibility – phone orders, fax lines, e-mail, etc.			
	4. Customer service support staff availability			
	5. Vendor representative knowledgeable of contract items or service			
	6. Customer service is courteous and professional			
	7. Phone calls returned timely			
	8. Support on technical matters provided			
Delivery	9. Vendor acceptance of State procurement card (if agency applicable)			
	10. Meets delivery time			
	11. Delivers specified items			
	12. Delivers packaging units specified			
	13. Frequent backorders			
	14. Proper notification of backorders			
	15. Timely delivery of backorders			
	16. Delivers proper quantities			
	17. Delivery discrepancies resolved in a timely manner			
	18. Product delivered undamaged			
Product Quality	19. Product documentation included (instructions, tech. literature/manuals, MSDS)			
	20. Products are reliable and durable			
Billing	21. Accuracy of billing (cost and item)			
	22. Accuracy of packing slip			
	23. Prompt billings			
	24. Prompt credits			
	25. "Bill to" proper agency/customer with required reference numbers (CRO, etc.)			

Overall Contractor Performance Rating Very Satisfactory Satisfactory Needs Improvement Poor

Contract Content Elements

		Yes	No	N/A
Content	26. Delivery requirements on current contract meet agency's needs			
	27. Products currently specified meet agency's needs			
	28. Specifications, as written, meet agency's needs			
	29. Additional items needed? Add on back of form or an attachment			

Comments: