



**TOWN OF COLLIERVILLE
GENERAL SERVICES DEPARTMENT
CONTRACT ADMINISTRATION DIVISION
MEMORANDUM**



TO:
FROM:
SUBJECT:
DATE:

Please complete the attached Vendor Performance Report for **Contract #** _____ for _____ services. Once completed, please sign the report in the appropriate place and return to my attention. The evaluation will be forwarded to the Vendor along with any comments provided; however, this **signature page will be kept in the contract file for Town use only.**

If you have any questions, please feel free to contact me at _____ or e-mail _____
Thank you in advance for your cooperation.

VENDOR PERFORMANCE REPORT

- 1) Performance Reports are to be completed for each Vendor under service or commodity contract with the Town.
- 2) Reports are to be completed after each contract term or as necessary to evaluate performance.
- 3) Vendors should be rated by the Project Manager or Administrator of the specific contract.
- 4) Ratings are required for each category; comments are required for any **Unsatisfactory** rating (positive comments are encouraged to be recorded when appropriate).
- 5) Project Manager or Administrator will complete the report, sign it, and return it to the Contract Specialist. Any overall rating less than **Satisfactory** will require the additional review and signature of the Department Head.
- 6) The Contract Specialist will forward the report to the appropriate Vendor for review and signature.
- 7) Vendor will return signed copy to the Contract Specialist.
- 8) Should the Vendor dispute the results of the report, the Contract Specialist will coordinate and conduct a meeting between the Project Manager or Administrator and the Vendor in order to address the concerns of both parties.

EVALUATION RATING CRITERIA:
Satisfactory - Vendor consistently met or exceeded contract requirements; usually responsive, effective and/or efficient.
Marginal - Vendor met minimum contract requirements, generally responsive to the Town's needs.
Unsatisfactory - Vendor consistently failed to meet expectations.
Not Applicable - Rating not relevant to this Vendor.

RATINGS COMPLETED BY:			
Signature:		Title:	
Print Name:		Date:	
DEPARTMENT HEAD (if required)			
Signature:		Title:	
Print Name:		Date:	



VENDOR PERFORMANCE REPORT

Products/Services Contracts
Contract Administration Division



PRODUCT/SERVICE:		CONTRACT NUMBER:				
VENDOR NAME:		BID NUMBER:				
CONTRACT PERIOD:		DATE:				
CODES: (S) Satisfactory (M) Marginal (U) Unsatisfactory (N/A) Not Applicable						
I. QUALITY/PERFORMANCE			S	M	U	N/A
a.	Expected level of service was demonstrated throughout the contract period.					
b.	Product was received and/or service was completed according to the terms of the contract.					
c.	Materials, supplies, equipment or service was provided in accordance with contract specifications.					
d.	Vendor met schedule of deliverables that were established at the beginning of the contract.					
e.	Minimal monitoring of the product or service performance was required.					
f.	Shipping/delivery issues were minimal.					
g.	Incremental milestones were achieved.					
COMMENTS:						
II. CUSTOMER SERVICE/SATISFACTION			S	M	U	N/A
a.	Vendor was proactive in addressing problems or concerns regarding the product or service.					
b.	Vendor remedied any failures or problems that were reported within a reasonable time frame.					
c.	Substitutions and/or changes were conducted in compliance with the contract terms.					
d.	Changes/modifications to the contract terms and/or prices were requested in advance.					
COMMENTS:						
III. BUSINESS RELATIONS			S	M	U	N/A
a.	Invoices submitted were accurate.					
b.	Vendor responded promptly to all Town comments/requests.					
c.	Vendor personnel exhibited tact and consideration when dealing with Town staff.					
COMMENTS:						
EVALUATION RATING CRITERIA:						
Satisfactory - Vendor consistently met or exceeded contract requirements; usually responsive, effective and/or efficient.						
Marginal - Vendor met minimum contract requirements, generally responsive to the Town's needs.						
Unsatisfactory - Vendor consistently failed to meet expectations.						
Not Applicable - Rating not relevant to this Vendor.						



VENDOR PERFORMANCE REPORT

Products/Services Contracts
Contract Administration Division



CONTRACT NUMBER:

Positive comments are encouraged, however, ratings of Unsatisfactory must be supported by facts concerning specific events or actions to justify the rating.

EVALUATOR'S COMMENTS:

VENDOR COMMENTS:

REPORT OF CORRECTIVE ACTION TAKEN (IF NEEDED):

VENDOR ACKNOWLEDGEMENT:

Signature:		Title:	
Print Name:		Date:	