

**City of Little Rock**

Vendor Performance Review Form

**Instructions**: This form should be completed at the conclusion of every contract to evaluate the performance of the vendor. Comments should be provided for each category and efforts to resolve unsatisfactory performance should be documented and attached. Vendors will be informed of their rating by the Procurement Officer and they will be provided a reasonable opportunity to respond. The Procurement Office will inform the department of the vendor’s response and any resolution.

Today’s Date: / /

City Department:

Name of Person Completing Form:

Description of Contracted Good or Service:

Vendor Name:

Contract ID or PO#:

Contract Term: months

Contract Period - From: / / To: / /

Contract Value: $

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Exceptional | Satisfactory | Unsatisfactory | N/A | Insufficient to Rate |
| Exceeds contractual requirements. The actions taken by the vendor went beyond the requirements and the scopes of services.  *Highly professional, high user satisfaction, quickly resolved issues, schedules were met or early, able to reduce costs, significant positive impact on project.* | Contractual requirements met.  *Vendor exhibited competency and met standard objectives and requirements, delivered on time, met goals, adequate user satisfaction.* | Does not meet contractual requirements or expectations of department. Recovery was ineffective.  *Inconsistently met expectations, significant cost overruns, lack of cooperation, unnecessary changes made, poor communication, requirements not met, close supervision by department was necessary.* | Not applicable | There is insufficient information to rate performance.  Best effort should be made to gather information to evaluate performance in all categories. |

|  |  |  |
| --- | --- | --- |
| PERFORMANCE RATING | | COMMENTS (Attach additional information as necessary) |
| **Work performed in compliance with contract terms.**  *Did vendor comply with terms and conditions in contract? Did vendor show understanding of department’s expectations?* | Exceptional  Satisfactory  Unsatisfactory  N/A  Insufficient info. to rate |  |
| **Materials, supplies, and equipment provided as required**  *How close were the equipment and materials to the specifications? How did the amount used/delivered match the amount expected/ordered?* | Exceptional  Satisfactory  Unsatisfactory  N/A  Insufficient info. to rate |  |
| **Quality of goods and services provided**  *How closely were industry standards followed? How many errors were made? Consider reliability, durability, warranty, and how “state of the art” the product or service was.* | Exceptional  Satisfactory  Unsatisfactory  N/A  Insufficient info. to rate |  |
| **Budget and price controls**  *Did vendor control costs effectively and minimize change orders? Consider price stability, price accuracy, and budget sensitivity.* | Exceptional  Satisfactory  Unsatisfactory  N/A  Insufficient info. to rate |  |
| **Timeliness of results**  *Did vendor meet deadlines and milestones, stick to proposed schedule?* | Exceptional  Satisfactory  Unsatisfactory  N/A  Insufficient info. to rate |  |
| **Customer service**  *How were staff availability, training, communications, and professionalism? Consider staff’s ability to answer questions, courteousness, training provided, follow-up, and status reports.* | Exceptional  Satisfactory  Unsatisfactory  N/A  Insufficient info. to rate |  |
| **Prompt and effective correction of situations and conditions**  *How proactive was the vendor in replacing damaged or improper products or services? How responsive and accessible was vendor in correcting errors or responding to emergencies? Consider technical support, emergency support, and problem resolution.* | Exceptional  Satisfactory  Unsatisfactory  N/A  Insufficient info. to rate |  |
| **Documentation such as records, receipts, invoices, and computer-generated reports received in a timely manner and in compliance with contract specifications.**  *Consider accuracy of invoices, timeliness of records, furnishing of proper documents on products (e.g. packing slips, manuals, etc.)* | Exceptional  Satisfactory  Unsatisfactory  N/A  Insufficient info. to rate |  |
| **Would you recommend using this firm again?** | |  | | --- | | Yes  No | | (Explain) |

OVERALL PERFORMANCE:

Exceptional

Satisfactory

Unsatisfactory

Comments: **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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Vendor Reply (mandatory for unsatisfactory overall performance)

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Authorized Representative Name

Signature: Date: