

CONTRACTOR PERFORMANCE EVALUATION

(On-site Facilities Work)



The Grambling State University Purchasing Department is requesting 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 to the purchasing. 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 of services from existing contractors or vendors.

Dept. Name: _____ Name & Title of Evaluator: _____

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

Contract No.: _____ Contract Amount: _____ Vendor(s): _____

Contact Amount _____ Contract Begin Date: _____ Contract End Date: _____

INSTRUCTIONS: Please complete each section and provide as much detail as possible. Your feedback will assist in identifying deficiencies with current vendors and will also help to improve our vendor quality of service and experience. Should you need assistance with completing this document, please contact the University's Compliance or Purchasing department.

Contract Usage	Yes	No	N/A
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Usage			
1. Contract Used by your department? 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
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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			
9. Vendor acceptance of State procurement card (if agency applicable)			
Delivery			
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
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Very Satisfactory Satisfactory Needs Improvement Poor

Would you hire this contractor again? Yes No

Contract Content Elements

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Departmental Signature:

<p>_____ Evaluator's Signature</p>	<p>_____ Date</p>
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