



## Vendor Performance Form

The department shall use this form to evaluate the overall performance of vendors that provide goods or services to TTU. The form shall be used to evaluate satisfactory and unsatisfactory performance. Information provided shall be factual and supporting documentation must be provided to support any concerns. The Vendor Performance Form may be used in the evaluation of future contract awards and may also be used to support contract termination in cases where the performance is not compliant with contract requirements. This form is required for any contract or purchase order that exceeds \$500,000 in a fiscal year or as deemed necessary based on risk analysis. The form is recommended any time a department needs to document poor or exceptional performance. The preparer should provide comments to support any less than satisfactory or unsatisfactory responses.

Department Name:		Department Contact:	
Performance Evaluation Date:		Purchase Order Number/Contract Number:	
Vendor Name:		Vendor R Number:	

### Definitions of Performance Ratings

Exceptional	Satisfactory	Less than Satisfactory	Unsatisfactory	N/A
Vendor's performance exceeds the contractual requirements. The vendor has provided exceptional customer services and support. Goods or services provided were above satisfaction.	Vendor's performance meets most expectations of the contract or purchase order. Goods and services provided met the minimum specifications requirements.	Vendor's performance did not meet the contractual requirements at times throughout the term. Goods and services were not compliant with specifications. The vendor made minor efforts to remedy the concerns.	Vendor's performance met very few of the requirements provided in the contract of purchase order. The vendor was not willing to remedy any concerns. Customer service was limited or nonexistent.	This criterion was not applicable to the vendor's performance as specified in the contract or purchase order.

### Performance Rating

Criteria	Rating	Comments
The pricing of goods or services or revenue requirements were consistent with the contract or quote.	Exceptional Satisfactory Less than Satisfactory Unsatisfactory N/A	
Delivery of goods or services was completed by the dates required in the contract or purchase order.	Exceptional Satisfactory Less than Satisfactory Unsatisfactory N/A	
The quality of goods or services provided complied with the specifications and contract/purchase order requirements.	Exceptional Satisfactory Less than Satisfactory Unsatisfactory N/A	

Criteria	Rating	Comments
The vendor provided feedback to contract administrator notifying of critical milestones and issues. Vendor was prompt and effective in addressing concerns and remedies needed.	Exceptional Satisfactory Less than Satisfactory Unsatisfactory N/A	
Documentation (quotes, invoices, reports, warranty, insurance certificates, bonds, etc.) provided by the vendor was compliant with the contract/purchase order and provided in a timely manner.	Exceptional Satisfactory Less than Satisfactory Unsatisfactory N/A	
The vendor provided customer service that met or exceeded expectations. The vendor was accessible and provided sufficient communication throughout the term of the contract/purchase order.	Exceptional Satisfactory Less than Satisfactory Unsatisfactory N/A	
Overall vendor performance for the goods or services required.	Exceptional Satisfactory Less than Satisfactory Unsatisfactory N/A	

## Contract Administrator Certification

I certify that the above information is complete and accurate.

Contract Administrator's Signature:		Date
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## Review

Purchasing Section Manager/Section Supervisor Review:	
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## Comments on Vendor's Performance

## Resolution Actions

Email form to [techbuy.purchasing@ttu.edu](mailto:techbuy.purchasing@ttu.edu)