



Argyle ISD

Vendor/Contractor Performance Evaluation

Instructions: Use this form to evaluate the overall performance of vendors you are currently working with. Include all information associated with the vendor and apply a performance rating. Definitions are provided below. Be factual and do not include unsubstantiated opinions. Vendor performance evaluations are recommended for all vendors to report all levels of service (exceptional, satisfactory or unsatisfactory).

Vendor/Contractor Name

Purchase Document Number

Date

Department

Definitions of Performance Ratings

Exceptional: Exceeds contractual requirements. The actions taken by the vendor met the contractual requirements and the scopes of services were accomplished.

Satisfactory: Meets contractual requirements. The actions taken by the vendor were satisfactory.

Unsatisfactory: Does not meet contractual requirements, and recovery is not likely in a timely manner. The vendor's corrective actions appear or were ineffective.

N/A: Not Applicable

Insufficient Information to Rate: There is not sufficient information to rate performance.

Work performed in compliance with contract terms.

Materials, supplies, and equipment provided as required.

Staff availability

Timeliness of work

Staff professionalism

Customer service

Quality of work

Communication & Accountability

Prompt and effective correction of situations and conditions.

Contractor compliance with wage and benefits.

Documentation records,
receipts, invoices and
computer-generated reports
received in a timely manner and
in compliance with contract
specifications.

Would you recommend using this firm again?

OVERALL PERFORMANCE

Resolutions for unsatisfactory performance should be documented in the vendor reply section below and should be reviewed by the procurement office.

VENDOR REPLY: Return your reply to the finance department for review and final resolution.

Printed Name _____ Title _____
Signature _____ Date _____

FINANCE DEPARTMENT USE ONLY:

Printed Name _____ Title _____
Signature _____ Date _____