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.

PERFORMANCE RATING	COMMENTS (Attach additional sheets if needed.)
Work performed in compliance with contract terms. SELECT ONE	
Materials, supplies, and equipment provided as required. SELECT ONE	
Staff availability SELECT ONE	
Timeliness of work SELECT ONE	

PERFORMANCE RATING	COMMENTS (Attach additional sheets if needed.)
Staff professionalism SELECT ONE	
Customer service SELECT ONE	
Quality of work SELECT ONE	
Communication & Accountability SELECT ONE	
Prompt and effective correction of situations and conditions. SELECT ONE	
Contractor compliance with wage and benefits. SELECT ONE	
Documentation records, receipts, invoices and computer-generated reports received in a timely manner and in compliance with contract specifications. SELECT ONE	
Would you recommend using this firm again? SELECT ONE	

OVERALL PERFORMANCE

SELECT ONE

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 _____