

**PRAIRIE VIEW A&M UNIVERSITY**  
**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). Vendors receiving an overall unsatisfactory rating will be informed of the rating by the Procurement Office and they will be provided a reasonable opportunity to respond. The department will be informed of the resolution.

Vendor Name:

Purchase Document Number:

Date:

Department:

**DEFINITIONS OF PERFORMANCE RATINGS**

| <b><u>EXCEPTIONAL</u></b>  | <b><u>SATISFACTORY</u></b>   | <b><u>UNSATISFACTORY</u></b>   | <b><u>N/A</u></b> | <b><u>INSUFFICIENT INFORMATION TO RATE</u></b>           |
|--|--|--|-------------------|--|
| Exceeds contractual requirements. The actions taken by the vendor met the contractual requirements and the scopes of services were accomplished. | Meets contractual requirements. The actions taken by the vendor were Satisfactory. | Does not meet contractual requirements, and recovery is not likely in a timely manner. The vendor's corrective actions appear or were ineffective. | Not Applicable    | There is not sufficient information to rate performance. |

| <b>PERFORMANCE RATING</b>                               |   | <b>COMMENTS (Attach additional sheets if necessary)</b> |
|---|---|---|
| Work performed in compliance with contract terms.       | <input type="checkbox"/> Exceptional<br><input type="checkbox"/> Satisfactory<br><input type="checkbox"/> Unsatisfactory<br><input type="checkbox"/> N/A<br><input type="checkbox"/> Insufficient info. to rate |   |
| Materials, supplies and equipment provided as required? | <input type="checkbox"/> Exceptional<br><input type="checkbox"/> Satisfactory<br><input type="checkbox"/> Unsatisfactory<br><input type="checkbox"/> N/A<br><input type="checkbox"/> Insufficient info. to rate |   |
| Staff availability                                      | <input type="checkbox"/> Exceptional<br><input type="checkbox"/> Satisfactory<br><input type="checkbox"/> Unsatisfactory<br><input type="checkbox"/> N/A<br><input type="checkbox"/> Insufficient info. to rate |   |
| Timeliness of work                                      | <input type="checkbox"/> Exceptional<br><input type="checkbox"/> Satisfactory<br><input type="checkbox"/> Unsatisfactory<br><input type="checkbox"/> N/A<br><input type="checkbox"/> Insufficient info. to rate |   |

| PERFORMANCE RATING  |   | COMMENTS (Attach additional sheets if necessary) |
|---|---|--|
| Staff professionalism   | <input type="checkbox"/> Exceptional<br><input type="checkbox"/> Satisfactory<br><input type="checkbox"/> Unsatisfactory<br><input type="checkbox"/> N/A<br><input type="checkbox"/> Insufficient info. to rate |  |
| Customer service  | <input type="checkbox"/> Exceptional<br><input type="checkbox"/> Satisfactory<br><input type="checkbox"/> Unsatisfactory<br><input type="checkbox"/> N/A<br><input type="checkbox"/> Insufficient info. to rate |  |
| Quality of work   | <input type="checkbox"/> Exceptional<br><input type="checkbox"/> Satisfactory<br><input type="checkbox"/> Unsatisfactory<br><input type="checkbox"/> N/A<br><input type="checkbox"/> Insufficient info. to rate |  |
| Communication and Accessibility   | <input type="checkbox"/> Exceptional<br><input type="checkbox"/> Satisfactory<br><input type="checkbox"/> Unsatisfactory<br><input type="checkbox"/> N/A<br><input type="checkbox"/> Insufficient info. to rate |  |
| Prompt and effective correction of situations and conditions  | <input type="checkbox"/> Exceptional<br><input type="checkbox"/> Satisfactory<br><input type="checkbox"/> Unsatisfactory<br><input type="checkbox"/> N/A<br><input type="checkbox"/> Insufficient info. to rate |  |
| Contractor compliance with Wage & Benefits (if appropriate)   | <input type="checkbox"/> Exceptional<br><input type="checkbox"/> Satisfactory<br><input type="checkbox"/> Unsatisfactory<br><input type="checkbox"/> N/A<br><input type="checkbox"/> Insufficient info. to rate |  |
| Documentation records, receipts, invoices and computer generated reports received in a timely manner and in compliance with contract specifications | <input type="checkbox"/> Exceptional<br><input type="checkbox"/> Satisfactory<br><input type="checkbox"/> Unsatisfactory<br><input type="checkbox"/> N/A<br><input type="checkbox"/> Insufficient info. to rate |  |
| Would you recommend using this firm again?  | <input type="checkbox"/> Yes <input type="checkbox"/> No  | (Explain)  |

**OVERALL PERFORMANCE**

- ☐ Exceptional
- ☐ Satisfactory
- ☐ Unsatisfactory

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 Procurement Office at [procurementsys@pvamu.edu](mailto:procurementsys@pvamu.edu) for review and final resolution.*

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Print Vendor Name: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**For Procurement Office Use Only:**

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Procurement Officer: \_\_\_\_\_ Title: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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