

CONTRACT PERFORMANCE EVALUATION

MDE is required to document contractor performance to determine if contracts with approaching expiration dates should be renewed or new bids solicited.

This form is designed to collect information prior to bidding or renewing and may be used to document and report deficient performance.

Office/Program Name: _____ Name & Title of Evaluator: _____

Email Address _____ Evaluator's Telephone No.: _____

Contract No.: _____ Expiration Date: _____ Vendor(s): _____

INSTRUCTIONS:

Review each element and indicate if the contract meets the Office/Program's needs by responding with a Yes, No, or N/A (not applicable). Comments are requested on all "No" responses.

RESPONSE:

Check the appropriate box

Contract Usage

		Yes	No	N/A
Usage	1. Contract Used by your Dept/Campus? 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

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			
Delivery	9. Other (add comments if necessary)			
	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			
Product Quality	17. Delivery discrepancies resolved in a timely manner			
	18. Product delivered undamaged			
Billing	19. Product documentation included			
	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. Other (add comments, if necessary)			

Overall Contractor Performance Rating Very Satisfactory Satisfactory Needs Improvement Poor

Contract Content Elements

Content	26. Delivery requirements on current contract meet Office/Program needs			
	27. Services/Products currently specified meet Office/Program needs			
	28. Specifications, as written, meet Office/Program needs			
	29. Additional items needed? Add on back of form or an attachment			

Comments: