TEXAS SOUTHERN UNIVERSITY

VENDOR PERFORMANCE FORM

Reporting of vendor performance is mandated by
The Texas Government Code (TGC), §2262.055, and 34 Texas Administrative Code (TAC), §20.108.

VENDOR NAME: _____

Contact Name: _____

Address: _____ **City / State:** _____

Phone #: _____ **Email Addy:** _____

Fax #: _____

TYPE OF PURCHASE:
☐ **Commodity Purchase** **OR** ☐ **Service Purchase**

WHAT TYPE:
☐ **CPA Open Market** ☐ **CPA Term Contract** ☐ **CISV** ☐ **Schedule** ☐ **TXMAS** ☐ **Delegated** ☐ **Exempt**
☐ **CPA Blanket PO / Other**

Purchase Order# _____ **PO Date (mm/dd/yyyy)** _____ **Requisition # (Solicitation)** _____
CONTRACT TYPE/ACTION:
☐ **New Agreement** ☐ **Renewal** ☐ **Modification/Amendment** ☐ **Extension**

DELIVERY ISSUES

Note: You must enter a Resolution Code (see below) if any Delivery Issues are checked.

☐ (005) Late Delivery
☐ (006) 1st Written notice issued for late delivery
☐ (007) 2nd Written notice issued for late delivery
☐ (008) Failure to deliver
☐ (010) Delivery made at wrong destination

PERFORMANCE ISSUES

Note: You must enter a Resolution Code (see below) if any Performance Issues are checked.

☐ (016) Short/over weight or count
☐ (018) Vendor shipped incorrect merchandise
☐ (020) Failure to replace damaged goods
☐ (021) Slow replacement of damaged goods
☐ (022) Failure to pick up incorrect shipment
☐ (023) Improper product packaging or palletizing
☐ (038) Poor product quality and/or performance
☐ (040) Failure to promptly notify CPA/Agency/Co-op Member concerning manufacturer discontinuation of an item
☐ (042) Repair parts not available
☐ (100) Unsatisfactory installation
☐ (102) Service not performed within specifications
☐ (110) Incorrect invoices
☐ (113) Failure to comply with terms/conditions of contract
☐ (114) Failure to comply with requirements of HUB Subcontracting Plan (HSP) (Give details below)
☐ (120) Failure to provide proof of insurance or maintain insurance
☐ (121) Failure to provide report(s)
☐ (122) Misrepresentation of qualifications (Give details below)
☐ (123) Falsification of/fraudulent submittals (Give details below)

- ☐ (083) Failure to meet specifications (Give details below)
- ☐ (087) Failure to respond to letter, phone call, or email
- ☐ (090) Poor customer service (Give details below)
- ☐ (091) Unauthorized substitution
- ☐ (095) Failure to supply performance bond within required time
- ☐ (126) Failure to respond to emergencies as required (Give details below)
- ☐ (127) Failure to close out project as specified
- ☐ (130) Failure to pay administrative fees
- ☐ (131) Other (Give details below)

RESOLUTION CODES

Please enter at least one Resolution Code for the Delivery or Performance issues selected above.

Satisfactory Resolution Codes
(Does not negatively effect the score(s))

- ☐ (205) Item met specification via inspection
- ☐ (207) Delivery made after vendor was notified
- ☐ (208) Service met specifications
- ☐ (209) Performance corrected
- ☐ (210) Material or item replaced
- ☐ (212) Equipment performance corrected
- ☐ (217) Performance bond received
- ☐ (220) Invoice corrected
- ☐ (230) Item canceled from contract (No fault of vendor)
- ☐ (234) Item/entire order canceled (No fault of vendor)
- ☐ (236) Entire contract canceled (No fault of vendor)
- ☐ (249) Order completed
- ☐ (251) Correct shipment received
- ☐ (255) Substitution approved by awarding agency
- ☐ (256) Insurance requirements received
- ☐ (259) Resolved and documented (No fault of vendor - Give reason below)
- ☐ (261) Paid administrative fees
- ☐ (299) Other (Give reason below)

Unsatisfactory Resolution Codes
(Negatively effects the score(s))

- ☐ (201) Late Delivery
- ☐ (211) Damages Assessed
- ☐ (213) Failure to pay assessed damages
- ☐ (225) Shipment rejected (Give reason below)
- ☐ (228) Item canceled from contract (Vendor failure-vendor initiated)
- ☐ (229) Item canceled from contract (Vendor failure-state initiated)
- ☐ (235) Entire contract canceled (Vendor fault)
- ☐ (237) Damages paid
- ☐ (262) Order not complete (Give reason below)
- ☐ (263) Manufacturer fault (Give reason below)
- ☐ (264) Resolved and documented (Vendor fault -give reason below)
- ☐ (265) Substitution not approved by awarding agency
- ☐ (266) Item/entire order cancelled (Vendor fault)
- ☐ (267) Delivery not corrected by vendor
- ☐ (268) Hub Subcontracting plan rejected
- ☐ (269) Failure to provide required documentation (vendor fault)
- ☐ (270) Vendor Failed to Respond to Complaint
- ☐ (271) Administrative fees not paid - vendor on warrant hold
- ☐ (298) Other (Give reason below)

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Resolution Date (mm/dd/yyyy) _____

EXCEPTIONAL PERFORMANCE

Please enter a detailed explanation of the exceptional performance.

- ☐ (301) Shipment made early upon agency/co-op member request
- ☐ (303) Product upgrade substitution suggested and accepted at no additional cost to the agency
- ☐ (305) Exceptional customer service response
- ☐ (309) Provided technical/training/set-up assistance when not required
- ☐ (310) order or service completed satisfactorily
- ☐ (311) Voluntary Price reduction for large order
- ☐ (399) Vendor commended

Detailed explanation (Please be specific):

_____
_____
_____
_____
_____

Resolution Comment:

_____
_____
_____
_____
_____

Additional E-mail recipients

These will be added to the addresses above if an e-mail is sent to the vendor. Separate multiple addresses with a comma, no spaces

To: _____
Copy: _____

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Yes_____ | No_____ - Send a E-mail Notice to Vendor and Your Agency

If you wish to email the form to the vendor, please select the E-mail option. Note that you are still required to fax or mail a copy of the Vendor Performance Form to the Vendor so that they can respond.

Initiating Department / Contract Manager **Date**

SVP / Official w/Delegated Authority **Date**