

VENDOR PERFORMANCE EVALUATION FORM

For ordering entity submittal to Cameron County Purchasing fax (956) 550-7219 for the Vendor Tracking Program

REQ.NO. _____ ORDER NO.: _____ ORDER DATE: _____ FORM DATE: _____
 (If applicable) (If applicable) (If applicable)

CLASS/ITEM(S) REFERENCED: _____

COMMENTS: _____

_____ vendor name <hr/> address <hr/> city/state/zip <hr/> vendor contact (if known)	Please (x) the appropriate boxes below best describing the performance of the above vendor <u>and</u> the resolution.	_____ submitting ordering entity name <hr/> address <hr/> city/state/zip <hr/> agency contact phone #
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<p style="text-align: center;"><u>PERFORMANCE CODES</u> DELIVERY AND RECEIPT PERFORMANCE</p> <p><input type="checkbox"/> (002) + Shipment Made Early Upon Agency Request</p> <p><input type="checkbox"/> (005) Late Delivery</p> <p><input type="checkbox"/> (006) Late Delivery – 1st Notice Written</p> <p><input type="checkbox"/> (007) Late Delivery – 2nd Notice Written</p> <p><input type="checkbox"/> (010) Delivery Made At Wrong Destination</p> <p><input type="checkbox"/> (011) Improper Mode Of Delivery</p> <p><input type="checkbox"/> (012) Delivery Made Outside Specified Receiving Hours</p> <p><input type="checkbox"/> (013) Delivery Made Early (Unacceptable)</p> <p><input type="checkbox"/> (014) Failure To Identify Shipments</p> <p><input type="checkbox"/> (015) Merchandise Shipped Collect</p> <p><input type="checkbox"/> (016) Short Weight Or Count</p> <p><input type="checkbox"/> (017) Over Shipment</p> <p><input type="checkbox"/> (018) Vendor Shipped Incorrect Merchandise</p> <p><input type="checkbox"/> (020) Failure To Replace Damaged Goods</p> <p><input type="checkbox"/> (021) Slow Replacement Of Damaged Goods</p> <p><input type="checkbox"/> (022) Failure To Pick Up Incorrect Shipment</p> <p><input type="checkbox"/> (023) Improper Product Packaging</p> <p><input type="checkbox"/> (024) Failure To Follow Palletizing Instructions</p> <p style="text-align: center;"><u>PRODUCT PERFORMANCE</u></p> <p><input type="checkbox"/> (031) + Product Upgrade Substitution Suggested and Accepted</p> <p><input type="checkbox"/> (035) Failure To Meet Specifications</p> <p><input type="checkbox"/> (036) Poor Product Quality</p> <p><input type="checkbox"/> (037) Poor Workmanship</p> <p><input type="checkbox"/> (038) Poor Product Performance</p> <p><input type="checkbox"/> (039) Delivery Of Used Or Shopworn Goods</p> <p><input type="checkbox"/> (041) Failure To Provide Required Documentation</p> <p><input type="checkbox"/> (042) Failure To Provide MSDS (Material Safety Data Sheet)</p> <p><input type="checkbox"/> (043) Failure To Provide Required Waning Labels</p> <p><input type="checkbox"/> (044) Required Inspection Stamps/Labeling Missing</p> <p style="text-align: center;"><u>VENDOR PERFORMANCE</u></p> <p><input type="checkbox"/> (060) + Exceptional Customer Service Response</p> <p><input type="checkbox"/> (061) + Product Or Service Information Provided</p> <p><input type="checkbox"/> (062) + Exceptional Service Provided For Warranty And Repairs</p> <p><input type="checkbox"/> (063) +Exceptional Service Provided For Return Of Products</p> <p><input type="checkbox"/> (064) +Performed Needed Repairs Outside Of Warranty Period Without Charge</p> <p><input type="checkbox"/> (065) + Provided Technical/Training/Set Up Assistance When Not Required</p>	<p style="text-align: center;"><u>PERFORMANCE CODES – (CONT.)</u> VENDOR PERFORMANCE (CONT.)</p> <p><input type="checkbox"/> (066) + Price Reduction For Large Order</p> <p><input type="checkbox"/> (067) + Voluntary Price Reduction</p> <p><input type="checkbox"/> (068) + Honoring Bid Prices Beyond Specified Time</p> <p><input type="checkbox"/> (069) + Participation In Specification Development</p> <p><input type="checkbox"/> (081) Failure To Provide Samples Upon Request</p> <p><input type="checkbox"/> (087) Failure To Respond To Letter Or Phone Call</p> <p><input type="checkbox"/> (089) Failure To Promptly Notify GSC/Agency Concerning Manufacturer Discontinuation of an Item</p> <p><input type="checkbox"/> (090) Poor Customer Service (Requires Comment)</p> <p><input type="checkbox"/> (091) Unauthorized Substitution</p> <p><input type="checkbox"/> (092) Failure To Furnish Price List (Non-Automated Term Contracts)</p> <p><input type="checkbox"/> (100) Unsatisfactory Installation</p> <p><input type="checkbox"/> (101) Failure To Respond Promptly To Service Calls</p> <p><input type="checkbox"/> (102) Service Not Performed Within Specifications</p> <p><input type="checkbox"/> (103) Failure To Honor Warranty</p> <p><input type="checkbox"/> (105) Repair Parts Not Available</p> <p><input type="checkbox"/> (110) Incorrect Invoices</p> <p style="text-align: center;"><u>RESOLUTION CODES</u></p> <p><input type="checkbox"/> (201) + Vendor Commended</p> <p><input type="checkbox"/> (202) Complaint Withdrawn</p> <p><input type="checkbox"/> (203) Vendor Notified Concerning Performance</p> <p><input type="checkbox"/> (206) Vendor Failed To Receive Purchase Order</p> <p><input type="checkbox"/> (207) Delivery Made After Follow Up</p> <p><input type="checkbox"/> (208) Needed Repairs Made</p> <p><input type="checkbox"/> (210) Material Or Item Replaced</p> <p><input type="checkbox"/> (211) Service Performance Corrected</p> <p><input type="checkbox"/> (212) Equipment Performance Corrected</p> <p><input type="checkbox"/> (215) Warranty/Service Provided</p> <p><input type="checkbox"/> (216) Catalog/Price List Furnished</p> <p><input type="checkbox"/> (220) Invoice Corrected</p> <p><input type="checkbox"/> (221) Freight Charges Corrected/Reversed</p> <p><input type="checkbox"/> (225) Shipment Rejected</p> <p><input type="checkbox"/> (245) Vendor Advised Not To Repeat Problem</p> <p><input type="checkbox"/> (248) Performance Resolved</p> <p><input type="checkbox"/> (249) Order Completed</p>				
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="text-align: center; padding: 5px;">FOR COUNTY PURCHASING USE ONLY</td> </tr> <tr> <td style="width: 50%; padding: 5px;"> _____ ENTERED BY </td> <td style="width: 50%; padding: 5px;"> _____ DATE </td> </tr> </table>		FOR COUNTY PURCHASING USE ONLY		_____ ENTERED BY	_____ DATE
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CC: COUNTY PURCHASING VENDOR RECEIVING ACCOUNTING ORDER FILE