

# Vendor Performance Reports

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DFA-OSP

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A Vendor Performance Report must be completed by all state agencies for contracts where the total projected cost is at least \$25,000, including any amendments and possible extensions.

Term contracts: VPR submitted at least one (1) time every 3 months for the term of the contract and at the end of the contract.

Firm contracts (Purchase Orders): VPR submitted after the final delivery is complete.

The VPR must be submitted to OSP within 15 days.

If you experience issues during the reporting period that result in a below standard performance, submit the VPR at the time of the occurrence and again at the end of the 3 month reporting period.

# What is exempt from reporting?

- Property Leases
- Construction Projects

# Where can I find the VPR form and instructions ?

<http://www.dfa.arkansas.gov/offices/procurement/Pages/default.aspx>

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## Vendor Performance Report (VPR)

### Links

Title
<a href="#">Vendor Performance Report Submission</a>

### Documents

Title	Posted
<a href="#">Vendor Performance Report Form</a>	07/31/2015
<a href="#">Vendor Performance Report Instructions</a>	09/25/2015

Name	Title	Responsibilities	Phone
<a href="#">Reba Thomas</a>	Project Manager	Project Management	501-371-6076

# Complete the Vendor Performance Report Form.



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# Vendor Performance Report Form

VPR # \_\_\_\_\_

## DEPARTMENT OF FINANCE AND ADMINISTRATION OFFICE OF STATE PROCUREMENT

### VENDOR PERFORMANCE REPORT

A vendor performance report must be completed by all state agencies for contracts that have a total initial contract amount or a total projected contract amount, including any amendments and possible extensions, of \$25,000 or more. The report must be completed at least one (1) time every three (3) months for the entire term of the contract and at the end of the contract.

Agency Number: \_\_\_\_\_

Agency Name: \_\_\_\_\_

Bid Number: \_\_\_\_\_  
(OSP's SP# or Agency's bid number)

Contract Document Number: \_\_\_\_\_  
(PO, OA, Other)

Contract Monitor Name:  
\_\_\_\_\_

Vendor Name:  
\_\_\_\_\_

Contract Monitor Email Address:  
\_\_\_\_\_

Vendor Tax ID:  
\_\_\_\_\_

Contract Monitor Phone Number:  
\_\_\_\_\_

Vendor Email Address:  
\_\_\_\_\_

Date of Rating: \_\_\_\_\_

Rating Categories	Below Standard	Standard	Above Standard
Customer Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pricing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall Rating:

A below standard rating requires explanation and documentation.

Comments: **Indicate in the comments if assistance is needed by OSP to resolve the issue.**

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

(Director or Authorized Designee)

Name of Director or Designee:

Once the signed report has been submitted, it will be reviewed by OSP. OSP will submit the below standard vendor performance report to the vendor.

**Must be signed by the Agency Director or the Designee**

# Enter VPR into portal



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## Vendor Performance Report (VPR)

### Links

Title
<a href="#">Vendor Performance Report Submission</a>

[Vendor Performance Report Submission](#)



### Documents

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Name	Title	Responsibilities	Phone
<a href="#">Reba Thomas</a>	Project Manager	Project Management	501-371-6076

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## Vendor Performance Reporting

Select an option to begin the process

- Enter New Vendor Performance Report
- Search



# Vendor Performance Reporting

[Vendor Performance Report](#) > [New Report](#)

## Report Information

\* = required field

Agency: \*

Bid Number:

Contract Document Number: \*

Contract Monitor Name: \*

Contract Monitor Email Address: \*

Contract Monitor Phone Number: \*

xxx-xxx-xxxx

Vendor Name: \*

Vendor Tax ID: \*

Vendor Email Address: \*

Date of Rating: \*

mm/dd/yyyy

Agency Director/Designee  
signature attached: \*

## Rating

Rating Categories	Below Standard	Standard	Above Standard
Customer Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pricing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Overall Rating: \*

Choose 

Name of Director or Designee: \*

## Attachments

Supporting Documents:

 

 Attach the signed form

Attach documentation to support a below standard rating.

Once the signed report has been submitted, it will be reviewed by OSP. OSP will submit the below standard vendor performance report to the vendor.



## Vendor Performance Reporting

Vendor Performance Report > New Report > Complete

This report has been submitted.

### Report Information

VPR #:

1600000027

A VPR number will be assigned to the VPR when submitted.

Agency:

0610 / Department of Finance and Administration

Bid Number:

SP-15-0145

Contract Document Number:

4600025689

Contract Monitor Name:

Chris Taylor

Contract Monitor Email Address:

Chris.Taylor@dfa.arkansas.gov

Contract Monitor Phone Number:

501-371-6067

Vendor Name:

Verizon Wireless LLC

Vendor Email Address:

randall.johnson@verizonwireless.com

Date of Rating:

07/15/2015

Agency Director/Designee signature attached:

Yes

# Track VPRs submitted

Arkansas.gov

Agencies | Online Services | State Directory

A+ | A- | Text | Print

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## Vendor Performance Reporting

Select an option to begin the process

- Enter New Vendor Performance Report
- Search 

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## Vendor Performance Reporting

### Vendor Performance

#### Search

VPR Number:

Submit Date:  to   
mm/dd/yyyy

Agency:

Bid Number:

Contract Document Number:

Contract Monitor Name:

Vendor Name:

Name of Director or Designee:

Submit

# Track VPRs submitted



## Vendor Performance Reporting

Vendor Performance Report > Search > Search Results

Download Results Comma (,) Delimited

Download Results Pipe (|) Delimited

Show  entries

[First](#) [Previous](#) [1](#) [Next](#) [Last](#)

Showing 1 to 3 of 3 entries (filtered from 363 total entries)

VPR #	Bid #	Contract #	Agency	Division	Vendor Name	Contract Monitor	Date Submitted
1600000035	SP-16-0254	1234567891011121	0610 / Department of Finance and Administration		JS Services	Joe Smith	07/22/2015
1600000036		4600023232	0023 / Administrative Office of the Courts		Better Chances	John Brown	07/22/2015
1600000037		46000098765	0061 / Land Department		Sonic Husky	Tamara DeBord	07/22/2015

Showing 1 to 3 of 3 entries (filtered from 363 total entries)

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Search Again?

# Questions



# Vendor Performance Reports

## Contact Information:

Submit questions to

[VPR.OSP@dfa.arkansas.gov](mailto:VPR.OSP@dfa.arkansas.gov)

Reba Thomas

Phone: 501-371-6076