

# Vendor Performance Reporting Instructions

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.

## Term Contracts:

The VPR 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.

If your term contract validity start date is July 1st then your initial rating period will end September 30th.

The VPR must be submitted through the VPR portal within 15 calendar days.

## Firm Contracts:

The VPR must be submitted for a firm purchase order within 15 calendar days after the final delivery is complete.

If a vendor is not meeting the required performance standards and you need assistance from OSP to resolve the issues, indicate in the comments section of the VPR that OSP will need to take further action.

## **Process for reporting vendor performance:**

Download the Vendor Performance Report Form from the OSP website. It is available in the VPR section under "Documents". <http://www.dfa.arkansas.gov/offices/procurement/Pages/VPR.aspx>

Complete the form, print and obtain authorized signature.

The information from the form will need to be submitted to OSP through the VPR portal.

## **VPR Portal Instructions:**

Access the VPR portal from the VPR section of the OSP website.

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

Select "Enter New Vendor Performance Report".

Enter information from your completed form into the portal.

Attach the signed VPR form.

Attach all relevant documentation to support a below standard rating, include a copy of the contract and indicate section(s) of contract not in compliance. Provide details of attempts made to resolve the issues with the vendor and the vendor's responses.

Review the information entered.

Submit the report.

The system will assign a number to your VPR. Record this number on your copy of the signed form for future reference.

Once you submit your VPR through the portal you will not be able to make changes in the portal.

If changes are required, send an email to [VPR.OSP@dfa.arkansas.gov](mailto:VPR.OSP@dfa.arkansas.gov). Reference the VPR number, describe changes and include all relevant documentation.

The VPR portal has a reporting tool available to track and monitor the VPRs submitted. This will be a helpful resource to you when tracking the number of VPRs submitted for a contract.

Listed below is a screen shot of the fields available to search by in the portal.

## Vendor Performance Reporting

### Vendor Performance

#### Search

VPR Number:	<input type="text"/>
Submit Date:	<input type="text"/> to <input type="text"/>
<small>mm/dd/yyyy</small>	
Agency:	<input type="text" value="Choose"/>
Bid Number:	<input type="text"/>
Contract Document Number:	<input type="text"/>
Contract Monitor Name:	<input type="text"/>
Vendor Name:	<input type="text"/>
Name of Director or designee:	<input type="text"/>
	<input type="button" value="Submit"/>

If you have any questions regarding the VPR process please email your questions to [VPR.OSP@dfa.arkansas.gov](mailto:VPR.OSP@dfa.arkansas.gov) or contact Reba Thomas in OSP at 501-371-6076.

**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/Name: **2** \_\_\_\_\_

Bid Number: **3** \_\_\_\_\_  
(OSP's SP# or Agency's bid number)

Contract Document Number: **4** \_\_\_\_\_  
(PO, OA, Other)

Contract Monitor Name: **5** \_\_\_\_\_

Vendor Name: **6** \_\_\_\_\_

Contract Monitor Email Address: **7** \_\_\_\_\_

Vendor Tax ID: **8** \_\_\_\_\_

Contract Monitor Phone Number: **9** \_\_\_\_\_

Vendor Email Address: **10** \_\_\_\_\_

Date of Rating: **11** \_\_\_\_\_

<b>12</b> 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: **13** \_\_\_\_\_

A below standard rating requires explanation and documentation.

Comments:

**14**

Signature: **15** \_\_\_\_\_ Date \_\_\_\_\_  
(Director or Authorized Designee)

Name of Director or Designee: **16** \_\_\_\_\_

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.

1. **VPR #:** A number will be assigned to your VPR when it is submitted through the portal. Reference the VPR number on your copy of the form for tracking purposes.
2. **Agency Number/Name:** Select the Agency Business Area Number and Name
3. **Bid Number:** Indicate OSP's assigned bid number or the Agency's assigned bid number. Include the dashes in the bid number, ex: SP-XX-XXXX.
4. **Contract Document Number:** For AASIS users, this should be the number assigned by AASIS for the outline agreement or purchase order. For Reporting Agencies that are not on AASIS, provide number unique to the agency for the contract.
5. **Contract Monitor Name:** This is the name of the person in your agency most familiar with the contract or purchase order. This person will be the sole contact with OSP.
6. **Vendor Name:** This is the name that would appear on the top line of an IRS form W-9. If the vendor uses a Social Security Number as a tax ID, enter the name of the person associated with that SSN. The vendor name must correspond to the legal name of the provider(s) as opposed to the "doing business as" (d.b.a.) or "remit to" name.
7. **Contract Monitor Email Address:** This email address is where all correspondence with the agency will be sent regarding the vendor performance report.
8. **Vendor Tax ID:** The tax ID number is the one under which the business operates. This is typically a Federal Employer Identification Number (FEIN). It may be a Social Security Number if they don't use an FEIN for their business. Include the dashes in the vendor tax id number, ex: XX-XXXXXXX or XXX-XX-XXXX.
9. **Contract Monitor Phone Number:** This phone number is the contact number for the person in your agency most familiar with the contract or purchase order.
10. **Vendor email address:** This email address is where all correspondence with the vendor will be sent regarding the vendor performance report.
11. **Date of Rating:** This is the date the vendor performance report is submitted by the agency.
12. **Rating Categories:**

**Customer Service:** The degree of responsiveness provided by the contractor/supplier to an agency's request for assistance in areas including but not limited to invoicing, communication and problem solving.

**Delivery:** The degree to which the contractor supplied product or service within the time frames identified/specified in the contract/scope of work.

Quality: The conformance of a product or service with the stated requirements, deliverables and performance standards specified in the contract/scope of work.

Pricing: The level to which the contractor/supplier adheres to the pricing structure outlined or specified in the contract/scope of work.

Rating Definitions:

Below Standard: Vendor performance regarding the terms and conditions of the contract/scope of work has been less than standard/satisfactory. Support documentation is required.

Standard: Vendor has met all specifications/requirements of the contract/scope of work.

Above Standard: Vendor performance regarding the terms and conditions of the contract/scope of work has been more than standard/satisfactory.

- 13. Overall Rating:** Select below standard if a below standard rating is indicated for one of the rating categories above. If standard or above standard ratings are indicated, select the overall rating that best describes the service or product provided by the vendor.
- 14. Comments:** It is a requirement to provide details in the comments field when below standard services or products have been provided by the vendor. Attach all relevant documentation. Examples would be a copy of the contract, indicate section(s) of contract not in compliance. Provide details of attempts made to resolve the issues with the vendor and the vendor's responses. Indicating comments for a standard or above standard rating is not required.
- 15. Agency Director/Designee signature:** A printed copy of the VPR must be signed by the Director or designee and included as an attachment in the VPR portal.
- 16. Name of Director or Designee:** Name of the Director of the State Agency or his or her Designee.