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
Complete the Vendor Performance Report Form.
Vendor Performance Report Form

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: ___________________________

Bid Number: ___________________________
(OSP’s SP# or Agency’s bid number)

Contract Monitor Name: ___________________________

Contract Monitor Email Address: ___________________________

Contract Monitor Phone Number: ___________________________

Date of Rating: ___________________________

Agency Name: ___________________________

Contract Document Number: ___________________________
(PO, OA, Other)

Vendor Name: ___________________________

Vendor Tax ID: ___________________________

Vendor Email Address: ___________________________
Vendor Performance Reports

<table>
<thead>
<tr>
<th>Rating Categories</th>
<th>Below Standard</th>
<th>Standard</th>
<th>Above Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Delivery</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Quality</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pricing</td>
<td></td>
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</tbody>
</table>

Overall Rating: ___________________

A below standard rating requires explanation and documentation.

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

Comments:

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

Vendor Performance Report (VPR)

Links

Title
Vendor Performance Report Submission

Documents

<table>
<thead>
<tr>
<th>Title</th>
<th>Posted</th>
</tr>
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<tbody>
<tr>
<td>Vendor Performance Report Form</td>
<td>07/31/2015</td>
</tr>
<tr>
<td>Vendor Performance Report Instructions</td>
<td>09/25/2015</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Responsibilities</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reba Thomas</td>
<td>Project Manager</td>
<td>Project Management</td>
<td>501-371-6076</td>
</tr>
</tbody>
</table>
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: *

Vendor Name: *

Vendor Tax ID: *

Vendor Email Address: *

Date of Rating: *

Agency Director/Designee signature attached: *
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.
A VPR number will be assigned to the VPR when submitted.
Vendor Performance Reporting

Select an option to begin the process

- Enter New Vendor Performance Report
- Search
Vendor Performance Reporting

Vendor Performance

Search

VPR Number: 

Submit Date: 

Agency: 

Bid Number: 

Contract Document Number: 

Contract Monitor Name: 

Vendor Name: 

Name of Director or Designee: 

Submit
### Vendor Performance Reporting

**Vendor Performance Report > Search > Search Results**

<table>
<thead>
<tr>
<th>VPR #</th>
<th>Bid #</th>
<th>Contract #</th>
<th>Agency</th>
<th>Division</th>
<th>Vendor Name</th>
<th>Contract Monitor</th>
<th>Date Submitted</th>
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</thead>
<tbody>
<tr>
<td>1600000035</td>
<td>SP-16-0054</td>
<td>1234567891011121</td>
<td>0510 / Department of Finance and Administration</td>
<td>JS Services</td>
<td>Joe Smith</td>
<td>07/22/2015</td>
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<tr>
<td>1600000037</td>
<td>460000096765</td>
<td>0061 / Land Department</td>
<td>0061 / Land Department</td>
<td>Soric Husky</td>
<td>Tamara DeBord</td>
<td>07/22/2015</td>
<td></td>
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</tbody>
</table>

Showing 1 to 3 of 3 entries (filtered from 363 total entries)
Questions
Vendor Performance Reports

Contact Information:
Submit questions to VPR.OSP@dfa.arkansas.gov

Reba Thomas
Phone: 501-371-6076