



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:
WHAT TYPE:
Purchase Order# Requisition
CONTRACT TYPE/ACTION:

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
(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)



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- | | |
|--|---|
| <input type="checkbox"/> (042) Repair parts not available | <input type="checkbox"/> (123) Falsification of/fraudulent submittals (Give details below) |
| <input type="checkbox"/> (083) Failure to meet specifications (Give details below) | <input type="checkbox"/> (126) Failure to respond to emergencies as required (Give details below) |
| <input type="checkbox"/> (087) Failure to respond to letter, phone call, or email | <input type="checkbox"/> (127) Failure to close out project as specified |
| <input type="checkbox"/> (090) Poor customer service (Give details below) | <input type="checkbox"/> (130) Failure to pay administrative fees |
| <input type="checkbox"/> (091) Unauthorized substitution | <input type="checkbox"/> (131) Other (Give details below) |
| <input type="checkbox"/> (095) Failure to supply performance bond within required time | |

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