



Board of County Commissioners
Office of Purchasing
Title: Vendor Performance Evaluations

Effective Date:12/20/96 Supersedes Date:

Procedure No: PP-250

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I. Purpose

To provide procedures for conducting vendor performance evaluation.

II. Scope

This procedure applies County wide.

III. Procedure

The Office of Purchasing, Client Departments and The Clerk of the Circuit Court's Accounts Payable personnel deal with vendors on a continuing basis. It is important that information be recorded about specific performance.

The Office of Purchasing will solicit useful and constructive evaluations from all departments especially personnel assigned to handle purchasing transactions and the receipt thereof. The information provided by the departments will be useful for Purchasing to monitor and effectively stimulate vendor activities and performance and screening bidders list for possible elimination of vendors whose performance is consistently non-responsive and non-responsible.

The Office of Purchasing will issue to the using department; the appropriate consultant, contractor, or vendor performance evaluation forms, sometime prior to the expiration or renewal date of an annual contract, to assess the level of satisfaction with the vendor providing the goods or services under contract.

The Office of Purchasing also has the Report of Unsatisfactory Materials and/or Service, which is available to all departments. Each department is encouraged to complete the form anytime a vendor is not providing adequate service in compliance with the Invitation for Bid or Request for Proposal or any purchase made for the department.

The Office of Purchasing will be responsible for handling all complaints with the vendors and will notify the department of any action taken.