

ORANGE COUNTY PUBLIC SCHOOLS
Vendor Performance Accountability Report Process

PURPOSE

The Vendor Performance Accountability Report (VPAR) should be utilized to inform the Contracts Administration and Procurement Services Department of any difficulties due to poor service, performance, non compliance with Bid/Contract, quality, or materials that do not meet specifications or any compliments you wish to have documented.

VENDOR PERFORMANCE REPORT PROCESS

Properly complete the Vendor Performance Accountability Report which contains the following information:

1. Date
2. End user's name, title, phone number and email address
3. Signature's of end user and Department Manager
4. Vendor name, address, phone number, fax number and email address
5. Vendor Contact name/title
6. SAP vendor number
7. Purchase order number and bid or contract number, if applicable
8. Date goods/services received
Fax VPAR to Procurement Services, 407.317.3414 or email to procurement@ocps.net
9. Reports will be recorded in a database and copies provided to the appropriate Contract Administrator for action.
10. The Contract Administrator may interview the person who filed the report, to validate the complaint and to obtain additional information needed before contacting the vendor. All complaints should be resolved in no more than 30 days.
11. The Contract Administrator notifies the vendor of receipt of a Vendor Performance Accountability Report in writing (via email or fax) and provides the vendor the opportunity to respond to the Performance Accountability Report within three (3) business days after receiving the fax or email copy.
12. The Contract Administrator follow-ups with end user who filed the report and documents the findings and resolution.
Contract Administrator assigns a level of severity (Level 1 – Low, Level 2 – Medium, Level 3 – Severe). Level 1 (Customer Service Related Issues) Level 2 (Delivery/Schedule/Invoicing Related Issues) Level 3 (Specifications/Requirement/Noncompliance Related Issues). The level also represents the number of points assigned to the VPAR.
13. A complete copy of the Vendor Performance Accountability Report and backup document will be maintained in the Bid/RFP/Contract File and in a separate file by vendor name for one contract year. The files may be reviewed upon the extension and/or award of any bids/contracts and may be used in determining responsibility for vendors past performance and experience with the District. The reports may also be used in any suspension/termination proceedings.
14. Final review is performed and documented in database.

Points System

The receipt of 10 points in one contract year will be cause for review and evaluation by the Senior Director of Contract Administration and Procurement Services. The Senior Director may recommend the vendor to be suspended and/or terminated at which time the Districts Vendor Relations Policy (DJG) shall be followed.

**ORANGE COUNTY PUBLIC SCHOOLS
Vendor Performance Report**

Date:	School/Work Location:		
End User:			Title:
Phone Number:	Email Address:		
Vendor Name:			Vendor #
Vendor Contact Name:			Bid/Contract Number #

Vendor Compliments (give a brief explanation of complimentary vendor performance)

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Check which one applies: Level 3 (3 points)	Level 2 (2 points)	Level 1 (1 point)
Specifications/Requirements	Delivery/Schedule/Invoicing	Customer Service

Explanation: (please attach any applicable back up documentation and reference the section of the bid/contract that the vendor is not in compliance with to validate the complaint)

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End User Signature

Department Manager Signature

----- **This section used by Contract Administration and Procurement Services only** -----

Contract Administrator

Date vendor notified

Date response due from vendor

Date vendor response sent to end user

Contract Administrator Signature
