

# Vendor Performance Tracking System User Guide

Welcome to the new Vendor Performance Tracking System (VPTS)! The look and feel is completely different, but users will find familiarity with the data entry process. To enter a report, users navigate the system by providing relevant information. This user guide contains instructions and screen shots demonstrating the reporting process from start to finish.

Users will login to the new [CPA Portal](#) to access the application. Your [agency superuser](#) can provide access, or you may contact the Statewide Procurement Division (SPD) [Outreach Team](#) for assistance.

## Entering a Vendor Performance Report (VPR)

1. Below is the login page for the CPA Portal. A link to the list of superusers is found on this screen. If you can't remember your password, you can select the 'Forgot password' function to obtain a new temporary password.

### PLEASE LOGIN TO ACCESS YOUR WEB APPLICATIONS

#### WARNING - RESTRICTED GOVERNMENT SYSTEM

This system is restricted to authorized users only. Unauthorized access, use, misuse or modification of this system, the data contained herein, or in transit to/from this system, may constitute a violation of federal and state and local laws and subject individual(s) to criminal and/or civil prosecution and penalties. This system and associated usage is subject to monitoring and security testing by authorized personnel. There is no expectation of privacy except as otherwise provided by applicable privacy laws. If you need a web applications id, Please [Contact your Superuser](#)

#### Login Credentials

Email Address (required)

Password (required)

- Once you login, you'll be on your My Account page. The applications you have access to are on the left-hand side. The tabs across the center of the page are for certain system announcements, information, etc. To access VPTS, select 'Vendor Performance Reporting' from the left-hand menu under 'My Account.'

Home / My Account

## My Account

- Overview
- Addresses
- Update Your Password
- Update Your Security Questions
- Purchase Requisitions
- Purchase Orders
- Favorite Orders
- Vendor Performance Reporting
- Users
- TPPD Report

## My Settings

**Profile**  
cody.hays@cpa.texas.gov

**Contact Superuser**  
My Agency Superuser  
Information List

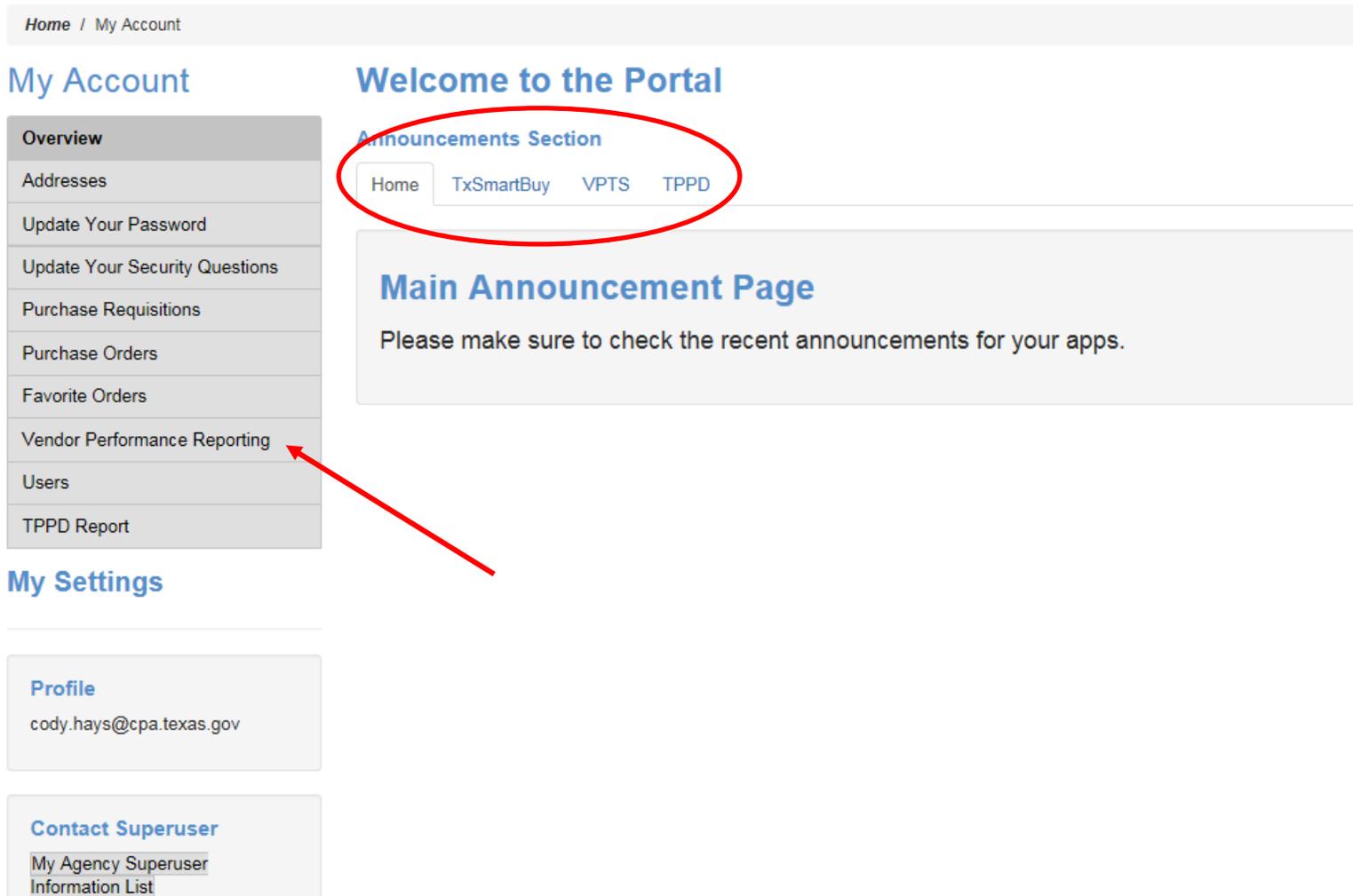
## Welcome to the Portal

**Announcements Section**

Home TxSmartBuy VPTS TPPD

### Main Announcement Page

Please make sure to check the recent announcements for your apps.



- Once you're on VPTS application landing page, you will be able to view/access all your agency's reports whether they are Pending or Complete. To enter a new report, click 'New VPTS.'

### VPTS Section

[+ New VPTS](#)

### Vendor Performance Reports ( Pending )

Action	VID	Vendor Name	Vendor Contact
<a href="#">View</a>	12720706287	AHI Enterprises, LLC	Erin Conner

### Vendor Performance Reports ( Complete )

Action	VID	Vendor Name	Vendor Contact
<a href="#">View</a>	1203170444300	24/7 MOBILE DRUG & ALCOHOL TESTING	Erin
<a href="#">View</a>	1203170444300	24/7 MOBILE DRUG & ALCOHOL TESTING	Erin
<a href="#">View</a>	1203170444300	24/7 MOBILE DRUG & ALCOHOL TESTING	Erin

4. To enter a new report, you will select the applicable contract designation for commodities or services, contract type and general information. Once those fields are complete, enter the Vendor ID (ID) and the vendor's contact information will auto populate if they are in the CMBL/HUB database, active or inactive. Otherwise, you can manually enter the vendor's information if they are not in the CMBL/HUB database. You can also include additional email recipients. Once this form is complete, click 'Next.'

**VPTS Section**

[General Information](#) [Best Value](#) [Performance Codes](#) [Resolution Codes](#) [Debarment/Grade](#) [Review](#)



Contract Designation:

Commodities  Services

Contract Type:

CPA Open Market  IT/Telecommunications  Delegated  CPA Term Contract  
 TXMAS  Exempt  Other

General Information:

\* PO #:  \* PO Date:  \* PO Amount:   
Requisition #:  Class/Item ID:  \* Contract ID:

Vendor Information:

\* VID:  

\* Vendor Name:

\* Contact Name:

\* Address/PO Box:

Address 2:

\* City:

\* State:

\* Zip Code:

\* Phone Number:

\* Email:

Agency/Co-op Information:

\* Agency Number:

\* Agency Name:

\* Contact Name:

\* Address/PO Box:

Address 2:

\* City:

\* State:

\* Zip Code:

\* Phone Number:

\* Agency Email:

Additional Email Recipients (Comma Separated):



5. Vendor performance reporting now requires best value criteria and whether the vendor met the best value standard as determined by your agency. You can also enter comments at the bottom of the form. Once complete, click 'Next.'

### VPTS Section

General Information **Best Value** Performance Codes Resolution Codes Debarment/Grade Review

Previous

Next

### \* Best Value

SPD typically utilizes purchase price and whether goods or services met specifications in its determination of whether the vendor met the best value standard.

Did the vendor meet the Best Value Standard?

Yes  No

Please indicate at least one of the following Best Value Criteria:

- Purchase Price
- Goods/Services met specifications
- Installation Costs
- Life Cycle Costs
- The quality and reliability of the goods and services
- The effect of a purchase on agency productivity
- The cost of any employee training associated with a purchase
- The vendor's anticipated economic impact to the state or subdivision
- The vendor's financial resources and ability to perform
- The vendor's experience or demonstrated capability and responsibility
- The vendor's ability to provide reliable maintenance agreements and support
- Other factors relevant to determining the best value for the state in the context of a particular purchase:

Other CommentBox

Previous

Next

6. You will select enter either negative or positive Performance Codes. Additional performance details can be entered at the bottom of the page. Click 'Next' to continue. Note: If you select one or more negative performance codes, you will be required to select a Satisfactory or Unsatisfactory Resolution Code on the next screen.

### VPTS Section

[General Information](#) [Best Value](#) **[Performance Codes](#)** [Resolution Codes](#) [Debarment/Grade](#) [Review](#)

[Previous](#)

[Next](#)

#### Positive Performance

Please check that all apply

- (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

#### Negative Performance

Please check that all apply

##### Delivery:

- (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

##### Customer Service:

- (020) Failure to replace damaged goods
- (021) Slow replacement of damaged goods
- (040) Failure to promptly notify TPASS/Agency/CO-OP Member concerning manufacturer discontinuation of an item
- (042) Repair parts not available
- (087) Failure to respond to letter, phone call, or email

##### Shipment:

- (014) Failure to identify shipments per contract terms
- (016) Short/over, weight or count
- (018) Vendor shipped incorrect merchandise
- (022) Failure to pick up incorrect shipment
- (023) Improper product packaging or palletizing

##### Customer Service Continued:

- (095) Failure to supply performance bond within required time
- (102) Service not performed within specifications
- (110) Incorrect invoices
- (114) Failure to comply with requirements of HUB Subcontracting Plan (HSP) (Give details below)
- (120) Failure to provide proof of

##### Product:

- (038) Poor product quality and/or performance
- (083) Failure to meet specifications (Give details below)
- (085) Poor product quality

##### Customer Service Continued:

- (126) Failure to respond to emergencies as required (Give details below)
- (127) Failure to close out project as specified
- (128) Certification not received on time
- (130) Failure to pay administrative fees

Performance Details:



[Previous](#)

[Next](#)

7. To access the Resolution Codes, you would have had to select one or more **negative** performance codes on the previous page. Otherwise, you can proceed with your submission. If you are providing a Resolution Code, you will enter a Resolution Date and can provide comments below.

[Previous](#) [Next](#)

**Satisfactory Resolution**

To access the resolutions, please select one or more of the Negative performance codes page. Otherwise, please proceed with your submission.

*Please check all that apply:*

<b>Customer Service:</b> <input type="checkbox"/> (217) Performance bond received <input type="checkbox"/> (220) Invoice corrected <input type="checkbox"/> (236) Entire contract canceled (No fault of vendor) <input type="checkbox"/> (249) Order completed <input type="checkbox"/> (255) Substitution approved by awarding agency <input type="checkbox"/> (256) Insurance requirements received <input type="checkbox"/> (258) Certification received <input type="checkbox"/> (259) Resolved and documented (No fault of vendor - Give reason below) <input type="checkbox"/> (261) Paid administrative fees <b>Shipment:</b> <input type="checkbox"/> (207) Delivery made after vendor was notified <input type="checkbox"/> (251) Correct shipment received	<b>Work Product:</b> <input type="checkbox"/> (208) Service met specifications <input type="checkbox"/> (209) Performance corrected <input type="checkbox"/> (212) Equipment performance corrected  <b>Miscellaneous:</b> <input type="checkbox"/> (202) Complaint withdrawn (Give reason below) <input type="checkbox"/> (234) Item/entire order canceled <input type="checkbox"/> (250) Vendor failed to receive purchase order on time (Agency or postal fault) <input type="checkbox"/> (260) "Green" No current issues - submit and print report (CPA use only) <input type="checkbox"/> (299) Other (Give reason below)	<b>Product:</b> <input type="checkbox"/> (205) Item met specification via inspection <input type="checkbox"/> (210) Material or Item replaced <input type="checkbox"/> (230) Item canceled from contract (No fault of vendor)
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*Please check all that apply:*

<b>Cancellation:</b> <input type="checkbox"/> (228) Item canceled from contract (Vendor failure-vendor initiated) <input type="checkbox"/> (229) Item canceled from contract (Vendor failure-state initiated) <input type="checkbox"/> (235) Entire contract canceled (Vendor fault) <input type="checkbox"/> (268) Item/entire order canceled (Vendor fault) <b>Unresolved:</b> <input type="checkbox"/> (253) Performance not corrected, CPA action taken (CPA use only - give reason below) <input type="checkbox"/> (262) Order not complete (Give reason below)	<b>Damages:</b> <input type="checkbox"/> (211) Damages Assessed <input type="checkbox"/> (213) Failure to pay assessed damages <input type="checkbox"/> (237) Damages paid  <b>Unresponsive:</b> <input type="checkbox"/> (269) Failure to provide required documentation (vendor fault) <input type="checkbox"/> (270) Vendor Failed to Respond to Complaint <input type="checkbox"/> (271) Administrative fees not paid - vendor on warrant hold	<b>Shipment:</b> <input type="checkbox"/> (201) Late Delivery <input type="checkbox"/> (225) Shipment rejected (Give reason below) <input type="checkbox"/> (267) Delivery not corrected by vendor  <b>Miscellaneous:</b> <input type="checkbox"/> (263) Manufacturer fault (Give reason below) <input type="checkbox"/> (264) Resolved and documented (Vendor fault-give reason below) <input type="checkbox"/> (265) Substitution not approved by awarding agency <input type="checkbox"/> (281) "Yellow" - Solution within division - give Impact and detail explanation below (CPA use only) <input type="checkbox"/> (282) "Red" - Escalated outside of division - give Impact and detail explanation below (CPA use only) <input type="checkbox"/> (298) Other (Give reason below)
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\* Resolution Date:

Resolution Comments/Details:

8. Per Texas Government Code 2155.077, you can indicate and select any factors for potential debarment. If this does not apply, you will rate the vendor's performance for this particular purchase order using the grade scale. Click 'Next' to proceed to the final review page.

Previous Next

**Factors For Potential Debarment**

Please indicate if any of the following referenced in Government Code 2155.077 have occurred:

Material Misrepresentation       Material Breach of Contract       Fraud

\* Vendor Grade

Please rate the vendor's performance for this purchase order on the scale below. A= Excellent performance, B= Good performance, C= Satisfactory performance, D= Unsatisfactory performance, F= Extremely unsatisfactory performance. Allow the user to select A, B, C, D, or F.

A     B     C     D     F

Previous Next

9. All of the information you provided will be on the review page. You will not be able to modify anything in your report while reviewing it. To make any changes or corrections, click 'Previous' to go back to the applicable screen and you can edit the report. You can submit your report by clicking the 'Submit' button at the bottom of the review page.

**VPTS Section**

General Information    Best Value    Performance Codes    Resolution Codes    Debarment/Grade    **Review**

Previous ←

Submit ←