



# TEXAS COMPTROLLER OF PUBLIC ACCOUNTS

## Statewide Procurement Division (SPD)

### Vendor Performance Report Entry Procedures

This step-by-step Vendor Performance Tracking System (VPTS) user guide contains instructions demonstrating the report entry process. Users navigate the VPTS by providing information regarding a vendor’s performance. The VPTS evaluates vendor performance and affects the vendor’s eligibility for state contracting. VPTS provides state agencies with a system to evaluate, select and then reevaluate vendors to reduce risk in the contract awarding process.

#### State Agencies' VPTS Roles and Responsibilities

- The contracting agency's contract management staff ensures the contract is performed satisfactorily. The contract is the responsibility of both parties: the agency and the vendor. Effective contract management minimizes and resolves problems which prevent potential claims and disputes. For contract management to be successful, the contract manager must be involved throughout the procurement cycle.
- Agencies are required to report vendor performance for purchase orders throughout the life of the contract, and within 30 days of the following events.

Type of Review	Description
<b>Annual</b>	An agency reporting a vendor's performance annually, documenting positive or negative performance.
<b>Purchase orders exceeding \$25,000</b>	An agency reporting a vendor's performance for a purchase order which exceeds the \$25,000 threshold.
<b>Key milestones (if value of a contract exceeds five million dollars)</b>	If an agency engages in a contract with the value exceeding \$5 million, within 30 days of completion of a key milestone and at least once each year during the term of the contract.
<b>Contract/purchase order completion</b>	An agency reporting a vendor's performance when the contract has reached contract and/or purchase order completion.

- Accurate vendor performance reporting allows the contracting agency to submit positive or negative feedback, which includes documenting in the form of positive performance codes, negative performance codes, resolution codes and general comments/explanation.
- Best-value criteria considerations are required when determining contract awarding during the contract management phase of the procurement cycle and are considered when vendor performance grades are determined.
- The contracting agency must consider all information collected from the appropriate contract management staff when scoring a vendor.
- After the agency determines a performance-based letter rating, the report submittal includes performance information and a grade ranging from A to F.
- Unsatisfactory vendor performance issues may require the contracting agency to consult with the agency's legal counsel to determine whether a corrective action plan is necessary.
- Unsatisfactory vendor performance issues involving material misrepresentations, fraud/or breach of contract may require the contracting agency to determine whether debarment of the vendor is in the best interest of the agency.
- The Statewide Procurement Division (SPD) may also bar a vendor from participating in state contracts if more than two contracts between the vendor and the state have been terminated by the state for unsatisfactory vendor performance during the preceding three years.

#### VPTS PROCESS TIPS

- Vendor Performance Report (VPR) search webpage: <http://www.txsmartbuy.com/vpts>. Web browser Google Chrome is preferred when using this webpage. Search results will only display vendor performance reports submitted to VPTS within the last four years. Entering the VID# number or the purchase order number provides the best search results.
- Report grades of “A”, “B” & “C” are automatically published without agency comments. Report grades for “D” or “F” are placed in pending status to allow the vendor the opportunity to submit a vendor response within 30 days from submission date. Published report grades of “D” or “F” allows the vendor an opportunity to dispute the report by submitting a vendor protest form within 10 days of the published date.
- Vendor responses are forwarded to the submitting agency of the VPR for their review and consideration. It is the agencies discretion to decide whether changes/revisions will be made to the VPR.
- For VPTS System access or issues, first contact your agency superuser directly. A link of agency superusers is listed on the TxSmartbuy.com – VPTS entry log in page. Then, if access issues still exist, send an email to: [txsmartbuy@cpa.texas.gov](mailto:txsmartbuy@cpa.texas.gov)
- For agency inquiries, Vendor Profile Registrations & Vendor Performance Report updates, send an email to: [vendor.performance@cpa.texas.gov](mailto:vendor.performance@cpa.texas.gov)
- A report can only contain one purchase order number. If multiple purchase order numbers apply to a particular contract, separate reports must be submitted for each purchase order number.

#### VPR REVISION REQUEST

- After a Vendor Performance Report has been submitted to VPTS, agencies no longer have access to the report.
- Revision requests can be submitted to revise a VPR and grade for a specific purchase order within 48 months of the submittal date. In email format, include the vendor’s name, VID number, purchase order number and written justification for the grade revision.
- Report grade change requests with priority and high-profile level involvement, may need additional agency approvals. CPA will advise the contracting agency on how to proceed with the request. The report grade change request must be in email format to Vendor Performance, including written justification for the change.
- VPR correction request must be in email format to Vendor Performance. A copy of the published email notification can be forwarded for purposes of identifying the correct VPR. Also, a separate email requesting the revision request is also accepted, with all the incorrect/correct information included. The written justification for the revision must be included.



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## VPR INACTIVATION

- VPR inactivation is not a common practice. VPRs are not deleted as they are considered a state record. State agencies are strongly encouraged to not submit duplicate VPRs if an error on the report is found. The VPR Correction request must be in email format to the Vendor Performance Program. The revision/correction will be completed on the CPA end.
  - Submit an email, type **VPR INACTIVATION** in the subject line, send to: [vendor.performance@cpa.texas.gov](mailto:vendor.performance@cpa.texas.gov).

## VPTS LOGIN SCREEN

Users will use the VPTS Login screen to begin the entry process. The (blue) sign in button is located at: <http://www.txsmartbuy.com/>

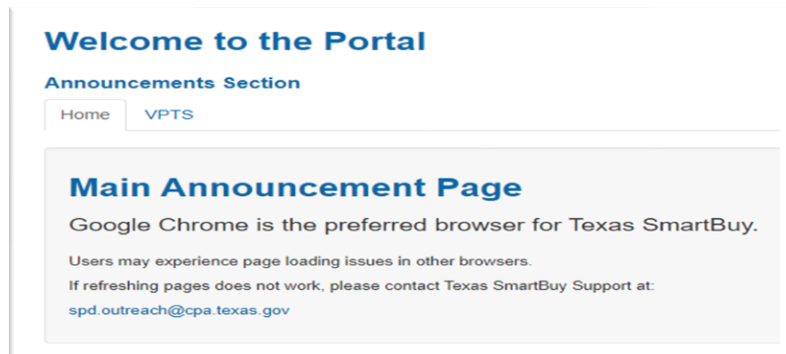


## LOG IN CREDENTIALS:

Users will use their log in credentials initially obtained at the time of VPTS access which consist of the email address and password.

## MY ACCOUNT PAGE

**Announcements Section:** The tabs across the center of the page are for certain system announcements, information, etc., from the SPD.

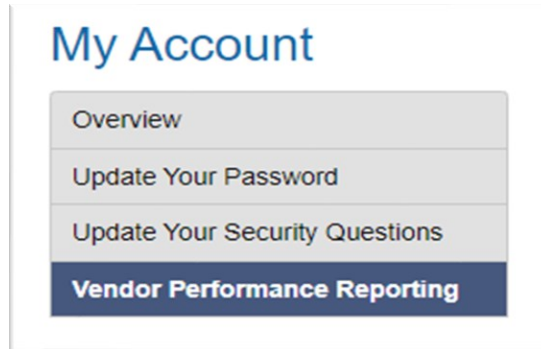




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### Access the VPTS:

Click on the Vendor Performance Reporting link, in the Overview menu. The user's accessible applications are in the Overview Menu.



### Vendor Performance Reports (Pending):

A list of VPRs submitted by the user which will require the negative rating report to remain in the 30-day pending status until processed.

## Vendor Performance Reports ( Pending )

Action	VID	Vendor Name	Vendor Contact
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### Vendor Performance Reports (Complete):

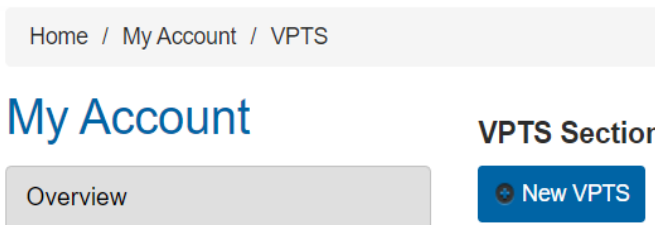
A list of published VPRs submitted by the user.

## Vendor Performance Reports ( Complete )

Action	VID	Vendor Name	Vendor Contact
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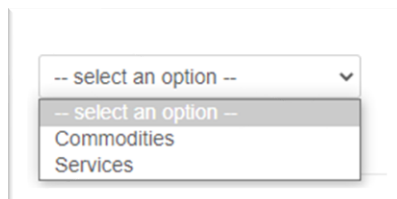
### VPTS Application Landing Page:

Click, New VPTS button to initiate an entry form.



### GENERAL INFORMATION TAB

STEP	ACTION
1. Contract Designation:	Select the appropriate designation applicable to the purchase order for commodities or services.





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**2. Contract Type:**

Select one contract type:

- IT/Telecommunications
- DIR Contract
- TXMAS
- SPD Delegated
- SPD Term/Managed
- State Use Program – TCI and WorkQuest (Document)
- All Other Exempt (Document 9 other than State Use)

Contract Type: [Help?](#)

SPD Delegated ▼

-- select an option --

SPD Delegated

SPD Term/Managed

State Use Program - TCI and WorkQuest (Document 9)

All Other Exempt (Document 9 other than State Use)

IT/Telecommunications

DIR Contract

TXMAS

Contract-Categories	Designations
SPD-Delegated	PCC-E{(goods-or-services)} PCC-F{(goods)} PCC-K{(goods)} PCC-L{(goods)} PCC-M{(goods)} PCC-P{(goods)} PCC-Q{(services)} PCC-S{(goods-or-services)} PCC-T{(goods-or-services)}
SPD-Term/Managed	PCC-A{(goods-or-services)} PCC-B{(services)} PCC-C{(goods-or-services)} PCC-G{(goods-or-services)} PCC-H{(services)}
State-Use-Program--TCI-and-WorkQuest-(Document-9)	Exempt from competitive bidding requirements/required by statute to be procured through a specific purchasing method.
All-Other-Exempt-(Document-9-other-than-State-Use)	Purchases of certain goods and services that are not within SPD purchasing authority.
IT-/Telecommunications	PCC-D{(commodities)}
DIR-Contract	PCC-I{(commodities-or-services)} PCC-N{(commodities-or-services)}
TXMAS	PCC-X{(goods-or-services)}

**3. General (Contract) Information:**

Enter the following information:

- Purchase Order Number
- Requisition Number
- Class/Item ID
- Purchase Order Date
- Purchase Order Amount
- Contract ID (5 digits minimum)



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#### General Information:

* PO #:	<input type="text" value="Only one PO per VPR"/>	* PO Date:	<input type="text" value="MM/DD/YYYY"/>	* PO Amount:	<input type="text"/>
Requisition #:	<input type="text"/>	Class/Item Code:	<input type="text"/>	* Contract ID:	<input type="text"/>

#### 4. Report Submission Reason:

Select one report submission reason:

- Annual Review
- Contract/PO Completion
- Emergency Purchase – Agency
- Emergency Purchase – Declared Disaster
- Milestone

\* Report Submission Reason:

- Annual Review
- Contract/PO Completion
- Emergency purchase - Agency
- Emergency Purchase - Declared Disaster
- Milestone

#### Delay justification (Optional):

Provide a delay justification if the VPR being submitted is more than 30 days from the event/completion date.

Delay Justification:

*If this VPR is submitted more than 30 days from the completion date, please document the reason for the delay.*

*(Max entry is 250 characters)*

#### 5. Contractor (Vendor) Information:

Enter the Vendor Identification Number or Vendor Name obtained from the vendor. The vendor information listed on the vendor profile will auto-populate. Do not overwrite any of the auto-populated vendor information.

**Note:** Vendor addresses outside of the U.S. will need to select “Non-US” in the “State” drop down box and provide the entire Non-U.S. address in the “Vendor Foreign Address” field.



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Contractor Information:

\* VID: **Searchable!**  
  
 Location Code:  
  
 \* Vendor Name: **Searchable!**  
  
 \* Contact Name:  
  
 \* Address/PO Box:  
  
 Address 2:  
  
 \* City:  
  
 \* State:  
  
 \* Zip/Postal Code:  
  
 \* Phone Number:  
  
 \* Email:  
  
 Additional Email Recipients (Comma Separated):

**NOTE:** If a Vendor Profile Registration error message is received, submit a Vendor Profile Registration request email to: [vendor.performance@cpa.texas.gov](mailto:vendor.performance@cpa.texas.gov).

**VPTS Section**

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

The VID number you entered is not registered in our list. Please contact: [vendor.performance@cpa.texas.gov](mailto:vendor.performance@cpa.texas.gov) to register it.

**VENDOR PROFILE REGISTRATIONS**

If at the time of VPR entry, and the agency user receives an error message, **“The VID number you entered is not registered in our list.”** The message indicates a vendor profile is not set up in VPTS. SPD will create a vendor profile in VPTS, allowing a vendor performance report to be submitted for the specific vendor.

In email format, type VENDOR PROFILE REGISTRATION in the subject line, submit an email to: [vendor.performance@cpa.texas.gov](mailto:vendor.performance@cpa.texas.gov).

Provide the vendor information listed below:

- Complete Company Name
- Phone Number
- Vendor Identification Number
- Valid Email Address
- Vendor Contact Name (do not provide unit or department name)
- Business Address

**\*\*If an error message still occurs after the vendor profile has been created. Be sure to clear Google Chrome’s browser/cache history.**

**Additional Email Recipients (Optional):** Enter agency email addresses only to provide a copy of the VPR email notification for additional recipients. Insert a comma between each email address.



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Additional Email Recipients (Comma Separated):

**Agency Information:**

The user information saved in the user profile will auto populate with the information entered on the user profile.

Agency/Co-op Information:

\* Agency Number:

\* Agency Name:

\* Contact Name:

\* Address/PO Box:

Address 2:

\* City:

\* State:

\* Zip/Postal Code:

\* Phone Number:

\* Agency Email:

After all fields have been completed, click the Next button, located at the top and bottom right side of the page.

**BEST VALUE TAB**

STEP	ACTION
6. Best Value:	Select, the Yes or No check box. Best value criteria considerations are required, when determining contract awarding during the contract management phase of the Procurement Cycle and are also considered when vendor performance grades as determined. Select at least one of the Best Value Criteria.  <b>NOTE:</b> If the Other box is selected, the comments listed will not be viewable for report grades "A", "B" and "C".



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\* 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

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

Comments entered here for Grades A-C reports will not be published.

After all fields have been completed, click the Next button, located at the top and bottom right side of the page.

#### PERFORMANCE CODES TAB

STEP		ACTION
7.	<b>Positive Performance:</b>	Select the positive performance codes to document how the vendor achieved positive performance. Check all positive performance codes that apply.

**Positive Performance**

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*Please check all that 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

8.	<b>Negative Performance:</b>	Select the negative performance codes to document the performance issues identified with the vendor. Check all negative performance codes that apply. If selecting a negative performance code, a brief summary description of the negative performance issues are required in the Performance Details field.
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#### Negative Performance

*Please check all that 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
- (090) Poor customer service (Give details below)
- (091) Unauthorized substitution

**Work Product:**

- (124) Failure of workforce to meet specifications
- (122) Misrepresentation of qualifications (Give details below)
- (123) Falsification of/fraudulent submittals (Give details below)
- (125) Incorrect allocation of work (Give details below)
- (050) Inspection - Random (CPA use only)
- (051) Inspection - Requested (CPA use only)

**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 insurance or maintain insurance
- (121) Failure to provide report(s)

**Work Product Continued:**

- (052) Inspection - Receiving Agency
- (100) Unsatisfactory installation
- (111) Failed inspection (CPA use only)
- (129) Failure to comply with code of conduct as specified
- (024) Failure to follow palletizing instructions
- (113) Failure to comply with terms/conditions of contract (Give details below)

**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

**Miscellaneous Issues:**

- Other

**Performance Details:**

*(Max entry is 4,000 characters)*

Comments entered here for Grades A-C reports will not be published.

**NOTE:** A VPR must either be a positive or a negative reporting not both.

After all fields have been completed, click the Next button, located at the top and bottom right side of the page.

#### RESOLUTION CODES TAB

STEP	ACTION
9. <b>Satisfactory Resolution:</b>	Select all satisfactory resolution codes that apply to the satisfactory resolution identified by the agency and vendor. If selecting a Satisfactory Resolution Code, a ResolutionDate and Resolution Comments are required in the Resolution Comments field.



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#### Satisfactory Resolution

Please check all that apply:

**Customer Service:**

- (217) Performance bond received
- (220) Invoice corrected
- (236) Entire contract canceled (No fault of vendor)
- (249) Order completed
- (255) Substitution approved by awarding agency
- (256) Insurance requirements received
- (258) Certification received
- (259) Resolved and documented (No fault of vendor - Give reason below)
- (261) Paid administrative fees

**Shipment:**

- (207) Delivery made after vendor was notified
- (251) Correct shipment received

**Work Product:**

- (208) Service met specifications
- (209) Performance corrected
- (212) Equipment performance corrected

**Miscellaneous:**

- (202) Complaint withdrawn (Give reason below)
- (234) Item/entire order canceled
- (260) Vendor failed to receive purchase order on time (Agency or postal fault)
- (280) "Green" No current issues - submit and print report (CPA use only)
- (299) Other (Give reason below)

**Product:**

- (205) Item met specification via inspection
- (210) Material or item replaced
- (230) Item canceled from contract (No fault of vendor)

**10. Unsatisfactory Resolution:**

Select all unsatisfactory resolution codes that apply to the vendor who is unable to resolve identified performance issues. If selecting an Unsatisfactory Resolution Code, a ResolutionDate and Resolution Comments are required in the Resolution Comments field.

#### Unsatisfactory Resolution

Please check all that apply:

**Cancellation:**

- (228) Item canceled from contract (Vendor failure-vendor initiated)
- (229) Item canceled from contract (Vendor failure-state initiated)
- (235) Entire contract canceled (Vendor fault)
- (266) Item/entire order canceled (Vendor fault)

**Unresolved:**

- (253) Performance not corrected, CPA action taken (CPA use only - give reason below)
- (262) Order not complete (Give reason below)

**Damages:**

- (211) Damages Assessed
- (213) Failure to pay assessed damages
- (237) Damages paid

**Unresponsive:**

- (269) Failure to provide required documentation (vendor fault)
- (270) Vendor Failed to Respond to Complaint
- (271) Administrative fees not paid - vendor on warrant hold

**Shipment:**

- (201) Late Delivery
- (225) Shipment rejected (Give reason below)
- (267) Delivery not corrected by vendor

**Miscellaneous:**

- (263) Manufacturer fault (Give reason below)
- (264) Resolved and documented (Vendor fault-give reason below)
- (265) Substitution not approved by awarding agency
- (281) "Yellow" - Solution within division - give impact and detail explanation below (CPA use only)
- (282) "Red" - Escalated outside of division - give impact and detail explanation below (CPA use only)
- (298) Other (Give reason below)

\* Resolution Date:

**Resolution Comments/Details:**

(Max entry is 4,000 characters)

Comments entered here for Grades A-C reports will not be published.

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**DEBARMENT/REPORT GRADE TAB**

STEP		ACTION
11.	<b>Factors for Potential Debarment:</b>	If the vendor has negative performance issues which meet criteria for debarment at the agency level as outlined in Texas Government Code 2155.077, which involves material misrepresentation, material breach of contract or fraud. Negative performance issues identified by the agency and with the vendor will require solid supporting documentation in the agency contract file.

The agency's contract management team will consult with their appropriate Legal Department staff, possibly SPD Management and/or SPD Legal staff.

**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

**REPORT GRADE SELECTION TAB**

STEP		ACTION
12.	<b>Report Grade:</b>	Provide a report grade based on vendor's satisfactory or unsatisfactory performance.
13.	<b>Review:</b>	The information entered on the previous screens, will populate on the Review Page. Information entered on the VPR, cannot be modified on the Review page. To make changes or corrections prior to submission, click the Previous button to go back to the applicable screen to edit the VPR.

To submit the VPR, click the Submit button at the bottom of the Review page.

**VPTS Grading System**

Letter Grade	Letter Grade Description
<b>Grade A</b>	A state agency shall assign an "A" when it determines that the vendor significantly exceeded the requirements of the purchase order or contract to the state's benefit, that any problems with the purchase order or contract were minor, and that corrective actions taken by the vendor to address such problems were highly effective. If the best value standard was used to award the purchase order or contract, an "A" means that the vendor satisfied that standard. <b>Report grades of "A" will auto-publish, and a vendor response will not be accepted.</b>
<b>Grade B</b>	A state agency shall assign a "B" when it determines that the vendor exceeded some requirements of the purchase order or contract to the state's benefit, that any problems with the purchase order or contract were minor, and that corrective actions taken by the vendor to address such problems were effective. If the best value standard was used to award the purchase order or contract, a "B" means that the vendor satisfied that standard. <b>Report grades of "B" will auto-publish, and a vendor response will not be accepted.</b>
<b>Grade C</b>	A state agency shall assign a "C" when it determines that the vendor met the requirements of the purchase order or contract and that corrective actions taken by the vendor to address minor problems were satisfactory. If the best value standard was used to award the purchase order or contract, a "C" means that the vendor satisfied that standard but that the vendor's performance did not merit an "A" or "B." <b>Report grades of "C" will auto-publish, and a vendor response will not be accepted.</b>
<b>Grade D</b>	A state agency shall assign a "D" when it determines that the vendor did not meet some of the requirements of the purchase order or contract, that problems with the purchase order or contract were serious, and that corrective actions taken by the vendor to address such problems were only marginally effective or not fully implemented. If the best value standard was used to award the purchase order or contract, a "D" means that the vendor did not satisfy that standard. <b>Report grades of "D" will allow the vendor the opportunity to submit a vendor response within 30 calendar days of the submittal date.</b>
<b>Grade F</b>	A state agency shall assign an "F" when it determines that the vendor did not meet the requirements of the purchase order or contract, that problems with the purchase order or contract were serious, and that corrective actions taken by the vendor to address such problems were ineffective. If the best value standard was used to award the purchase order or contract, an "F" means that the vendor did not satisfy that standard. <b>Report grades of "F" will allow the vendor the opportunity to submit a vendor response within 30 calendar days of the submittal date.</b>



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**VPTS GRADING SYSTEM EXAMPLE**

**RED CHAIR SCENARIO:** An agency plans to procure twenty-five chairs for a classroom setting, with the delivery date of June 1, 2020. The purchase will meet the best value criteria and the vendor is able to supply the chairs on time which meet the contract specifications. The chair contract specifications details are as follows:

1. Red chairs
2. no less than 25 inches in height
3. must have wheels
4. adjustable armrest

**NOTE:** All vendor's performance situation is unique, this chart is to briefly outline performance examples and how an agency may use their performance monitoring methods to rate the vendor.

<b>Vendor's Performance Outcome Examples</b>	<b>Vendor's performance in comparison to VPTS Grading System</b>	<b>Potential Score Rating</b>
<p><i>All twenty-five red (25-inch) chairs with wheels and adjustable armrest were delivered on time and met the specifications in the contract. The vendor assembled chairs at no charge.</i></p>	Significantly exceeded the requirements	Grade A
<ul style="list-style-type: none"> <li>• <i>only twenty-four, red (25-inch) chairs with wheels and adjustable armrest</i></li> <li>• <i>one blue (25-inch) chair</i></li> <li>• <i>delivered on time</i></li> </ul> <p><i>The vendor replaced the one blue chair with a red chair within 24 hours of receiving notification.</i></p>	Exceeded some requirements, problems were minor; best-value standard used for award satisfied standard	Grade B
<ul style="list-style-type: none"> <li>• <i>only twenty, blue (25 inch) chairs</i></li> <li>• <i>five, red (25-inch) chairs with wheels and adjustable armrest</i></li> <li>• <i>delivered on time</i></li> </ul> <p><i>The vendor replaced the twenty blue chairs within 48 hours after receiving notification.</i></p>	Met requirements; problems were minor and addressed satisfactorily; best-value standard used for award satisfied standard	Grade C
<ul style="list-style-type: none"> <li>• <i>twenty, blue (25-inch) chairs</i></li> <li>• <i>five red (25-inch) chairs</i></li> <li>• <i>delivered late</i></li> </ul> <p><i>The vendor notified the agency the red chairs won't be available for 2 weeks due to manufacturing delay.</i></p>	Did not meet requirements; problems were only marginally effective; best-value standard used for award did not satisfy standard	Grade D
<ul style="list-style-type: none"> <li>• <i>twenty-five, blue (25-inch) chairs</i></li> <li>• <i>delivered late</i></li> </ul> <p><i>Upon delivery, the vendor informed the agency the red (25-inch) chairs were discontinued and not available, prior to contract execution.</i></p>	Did not meet requirements; problems were seriously ineffective; best-value standard used for award did not satisfy standard	Grade F