\_\_\_

\_\_\_

\_\_\_

\_\_\_

\_\_

\_\_

# VENDOR PERFORMANCE FEEDBACK FORM

**SOLICITATION#**

Currently we are evaluating proposals for:

We are checking vendor references and your name and information were provided as a reference for the following:

# This information will be used in assessing the qualifications and capability to perform a contract with the State of Maryland.

Please Return Completed Form to**:**

**REFERENCE INFORMATION**

Company Name: Phone:

Prepared By:

Fax:

E-Mail Address:

x

**VENDOR PERFORMANCE**

Contract Amount:

Commodity or Service Provided:

Contract Period:

Contract Usage: Weekly Monthly Quarterly Annually

Would you Extend or Renew the current contract (if applicable)? Yes No

**VENDOR PEFORMANCE (continued)**

## Did the Vendor provide on time delivery and completion of orders?

\_ \_ Outstanding \_ \_ Very Good \_ \_ Satisfactory \_ \_ Poor \_ Unsatisfactory

\_\_

\_\_

\_\_

\_\_

\_\_\_

(5) (4) (3) (2) (1)

## Customer Service – courtesy and quality of interaction with staff:

\_ \_ Outstanding \_ \_ Very Good \_ \_ Satisfactory \_ \_ Poor \_ \_ Unsatisfactory

\_\_

\_\_

\_\_

\_\_

\_\_

(5) (4) (3) (2) (1)

## Did the Vendor proactively participate in the resolution of problems?

\_ \_ Outstanding \_ \_ Very Good \_ \_ Satisfactory \_ \_ Poor \_ Unsatisfactory

\_\_

\_\_

\_\_

\_\_

\_\_\_

(5) (4) (3) (2) (1)

## Reliability – Continued ability of Vendor to meet deadlines and timelines:

\_ \_ Outstanding \_ \_ Very Good \_ Satisfactory \_ \_ Poor \_ \_ Unsatisfactory

\_\_

\_\_

\_\_\_

\_\_

\_\_

(5) (4) (3) (2) (1)

## Communication – How effectively did the Vendor communicate?

\_ \_ Outstanding \_ \_ Very Good \_ \_ Satisfactory \_ \_ Poor \_ \_ Unsatisfactory

\_\_

\_\_

\_\_

\_\_

\_\_

(5) (4) (3) (2) (1)

## Professionalism – Did the Vendor maintain a professional manner in all dealings?

\_ \_ Outstanding \_ \_ Very Good \_ \_ Satisfactory \_ Poor \_ \_ Unsatisfactory

\_\_

\_\_

\_\_

\_\_\_

\_\_

(5) (4) (3) (2) (1)

## How well did the Vendor meet your delivery schedule?

\_ \_ Outstanding \_ \_ Very Good \_ \_ Satisfactory \_ Poor \_ \_ Unsatisfactory

\_\_

\_\_

\_\_

\_\_\_

\_\_

(5) (4) (3) (2) (1)

## How well did the Vendor respond to emergency requests for service?

\_ \_ Outstanding \_ \_ Very Good \_ \_ Satisfactory \_ \_ Poor \_ \_ Unsatisfactory

\_\_

\_\_

\_\_

\_\_

\_\_

(5) (4) (3) (2) (1)

## Overall Vendor Performance:

\_ \_ Outstanding \_ \_ Very Good \_ \_ Satisfactory \_ \_ Poor \_ \_ Unsatisfactory

\_\_

\_\_

\_\_

\_\_

\_\_

(5) (4) (3) (2) (1)