



## VENDOR PERFORMANCE SURVEY

### McAllen Independent School District Purchasing Services

Vendor: \_\_\_\_\_

Vendor Representative/Contact Person: \_\_\_\_\_

Bid Number/Name (if applicable): \_\_\_\_\_

Campus/Department: \_\_\_\_\_

Principal/Department Head: \_\_\_\_\_

Date Submitted: \_\_\_\_\_

Submitted By (signature): \_\_\_\_\_

1. Their quality rate with us is:
  - Excellent
  - Very Good
  - Satisfactory
  - Fair
  - Poor
2. Their record in meeting deliveries is:
  - Excellent
  - Good
  - Long, but meets promises
  - Meets most promises, occasionally late
  - Frequently late
  - Frequently very late
3. In handling complaints and rejects, they are:
  - Cooperative and responsible
  - Difficult to deal with
  - Non-cooperative
4. Their prices are:
  - Competitive
  - Higher than competitor's but worth it
  - Generally high priced
  - Sometimes high
  - Sometimes low
  - Very low
5. In giving technical assistance, they are:
  - Cooperative and responsible
  - Slow but fair
  - Difficult to deal with

Please make comments (positive experiences/problems/complaints) as related to service, quality of product, deliveries, substitutions, unjustified price increases, etc., please fill out the following:

Date(s) of occurrences: \_\_\_\_\_ Salesman: \_\_\_\_\_

Comments/Problems/Complaints: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Was the company contacted? Yes: \_\_\_\_\_ No: \_\_\_\_\_

If Yes:

Date that the company was contacted: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Position with the company: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

What actions were taken by the company, or representative of the company, to correct the problem?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Was the problem handled in an appropriate and timely manner? Yes: \_\_\_\_\_ No: \_\_\_\_\_

If No, please explain:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Please send to:** Alexandra Molina  
Executive Director of Child Nutrition & Purchasing  
Fax: (956) 657-4481  
purchasing@mcallenisd.net

*Thank you*