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., <u>please fill out the following:</u>

Date(s) of occurrences: _____   Salesman: _____

Comments/Problems/Complaints: _____

_____

_____

_____

_____

_____

_____

_____

Was the company contacted?   Yes: _____   No: _____

<u>If Yes:</u>

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: Alejandra Gonzalez
                             Director of Purchasing Services
                             Fax: (956) 632-8848
                             purchasing@mcallenisd.net

Thank you

04/04