

SECTION XXI VENDOR EVALUATION

PURPOSE: Vendor performance measurement is crucial to keeping good suppliers and terminating business relations with poor suppliers.

DEFINITION: The Vendor Evaluation Form should be utilized to inform the Finance Department of excellent service provision, including services performed beyond the requirements or to report any difficulties due to poor service, poor performance, poor quality, or materials not meeting specification requirements. This shall not be utilized as an expediting tool.

HOW TO PREPARE

A properly prepared Vendor Compliment and Complaint Form must contain the following information:

- Date
- Vendor name, address, and phone number
- Department and contact person
- Purchase order number
- Department Director signature
- Brief statement of **exactly** what level of service provided the vendor's performance of the services, or what the problem is, and why the product or service is unacceptable.
- All available documentation shall be attached

DISTRIBUTION

The Vendor Evaluation Form shall be forwarded to the Finance Department. Finance Department will send a copy to the vendor for their response.

GENERAL INFORMATION

The department shall be notified as to the vendor's response and any action to be taken by the Finance Department.

NOTE: Project Managers are required to submit a Vendor Evaluation at the close of all Capital Projects and are strongly encouraged to submit whenever favorable or unfavorable actions on the part of a vendor occur.



The City of Edgewater

Finance Department
104 Riverside Drive
Edgewater, FL 32132

VENDOR EVALUATION

Vendor Name:		
Vendor #		
Address:	City:	State:
Contract #: _____ or Purchase Order #: _____		
Reported by:		Date:
Brief Description of incident:		
Signature: _____		Date: _____
Division Head: _____		Date: _____
Department Head: _____		Date: _____
Comments:		

TO BE COMPLETED BY FINANCE DEPARTMENT		
Action Taken: _____		

Finance Department: _____		Date: _____