

VENDOR PERFORMANCE TRACKING (rev. 1/12/06)

I. PURPOSE OF VENDOR PERFORMANCE TRACKING

- a. To focus the attention of those charged with monitoring vendor performance and reviewing vendor invoices on benchmarking performance to purchase order/contract requirements, and verifying appropriateness of amounts billed;
- b. To provide customer feedback to contract managers assigned to multi-user contracts, such as state term contracts and agency term contracts, for managing vendor performance to contract requirements and customer expectations;
- c. To provide useful information on vendor performance history to others charged with negotiating agreements and selecting vendors, to better inform the decisions they must make.

II. SOURCES OF THE DATA

- a. Vendor performance ratings and comments are entered by ordering agency personnel responsible for the transactions rated. Agency personnel receive an email from MyFloridaMarketPlace each time an invoice is paid against an MFMP order, excluding discretionary purchases under \$2,500, requesting that an optional vendor performance rating be entered.
- b. State Purchasing posts the individual and cumulative vendor performance tracking data provided by vendor customers in MyFloridaMarketPlace, for the purposes outlined in I.b. and c. above.

III. PERFORMANCE SCORING

- a. Four criteria are scored:
 - i. "Performance to Specifications," meaning conformance of the commodities/service to the requirements of the order;
 - ii. "Delivery," comparing commodity delivery or service performance dates to the order schedule;
 - iii. "Invoicing," meaning comparing the pricing or budget, and invoice accuracy and detail, to order requirements; and
 - iv. "Customer Service," rating the vendor's service, in areas such as communication and problem solving, to the customer's expectations.
- b. Five scoring levels are provided for each performance criterion:
 - 1 means failed to meet most requirements/expectations.
 - 2 means failed to meet some requirements/expectations,
 - 3 means met requirements/expectations.
 - 4 means exceeded some requirements/expectations,
 - 5 means exceeded most requirements/expectations.

In cases of multiple factors affecting one of the four criteria, with mixed results, the rater will consider the relative importance of factors and the essence of the contract.

IV. HOW TO REVIEW VENDOR PERFORMANCE RATINGS

- a. Buyers: Buyers can log into MFMP, click on Access VPT, and view cumulative ratings through the prior business day. They can access vendor records using the vendor chooser functionality in the Buyer Purchase Requisition module. Buyers can also download a "Trending Vendor Data File," updated monthly, to perform data sorts and graph trends, e.g. by vendor and/or contract, over time, using Excel or Access.
- b. Vendors: Vendors can log in through the registration module, and see their own cumulative ratings, including the invoice number associated with each rating, and can determine the agency and rater from the information associated with the invoice number in their records.
- c. Public: State Purchasing will maintain a vendor performance tracking link on its website, and records will be updated monthly. These files will show cumulative scores, but not the associated invoice numbers. Anyone desiring more detailed or frequent information can direct a public records request to State Purchasing. Following deployment of VPT, an email address will be activated for these questions, vpthelp@dms.myflorida.com.
- d.

V. INQUIRIES AND DISPUTES

- a. Inquiries regarding a particular rating should be directed to the agency which provided the rating in question. State Purchasing posts the individual and cumulative ratings, but does not participate in or validate their determination.
- b. Inquiries by buyers or vendors regarding the mechanics of entering or viewing information should be directed to the MyFloridaMarketPlace help desk at VendorHelp@myfloridamarketplace.com or BuyerHelp@myfloridamarketplace.com, as appropriate.
- c. Inquiries regarding State Purchasing policy should be directed to the Vendor & Customer Satisfaction Manager of Florida State Purchasing at ron.brown@dms.myflorida.com.