



**State of Louisiana**  
DIVISION OF ADMINISTRATION  
**OFFICE OF STATE PURCHASING**

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GOVERNOR

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COMMISSIONER OF ADMINISTRATION

**MEMORANDUM OSP01-04**

TO: All State Procurement Offices

FROM: Denise Lea  
Director of State Purchasing

DATE: December 28, 2000

SUBJECT: Contract Suggestions and Contract Performance Evaluations

The attached two contract report forms were developed to improve our contracts and make them more user friendly and responsive to your needs. The first form, Contract Suggestions, is a simple form that is available on our website and can be used by anyone anytime at a State agency that uses or is affected by our contracts. The purpose of this form is to provide an available mechanism for agencies to make suggestions while they are fresh on the mind. All suggestions will be collected and considered before bidding or renewing the affected contract. Suggestions for new contracts will be collected until we feel usage warrants contract development.

We do not intend to bypass agency purchasing offices or the approval process. The affected agency purchasing offices will be contacted for concurrence and/or approval prior to creating contracts, adding items or making changes.

State Purchasing will use the second form, Contract Performance Evaluation, to randomly poll agencies with high contract usage before bidding or renewing certain contracts. Although your agency may not be polled, your comments are always welcome.

These forms were developed for the sole purpose of contract improvement and not to report performance deficiencies on current contracts. All deficient performance should be reported on a Deficiency/Complaint form for immediate action. We have attached copies of the new forms for your review and recommend that you inform people that might be interested of the availability of the Contract Suggestion form.

DL/bk

Attachments

## CONTRACT SUGGESTIONS

The Office of State Purchasing welcomes suggestions for contract improvement or new contract development to effectively meet the needs of the state agencies we serve. All affected parties (accountants, end users, purchasing agents, etc.) may use this form to provide suggestions and comments at any time. State Purchasing can provide assistance when required. If you need to report deficient performance on a current contract, use a Deficiency/Complaint form for immediate action. All information reported on this form will be reviewed and considered prior to bidding or renewing the contract in addition to State Purchasing's random agency poll on contract performance.

*Email this form to [OSP\\_Webmaster@la.gov](mailto:OSP_Webmaster@la.gov) or the Purchasing Officer handling the contract if known (Email addresses are listed on our website under contacts), or mail to Division of Administration, Office of State Purchasing, P. O. Box 94095, Baton Rouge, LA 70804-9095 or fax to (225) 342-8688.*

\*Agency Name: \_\_\_\_\_ \*Your Name and Title: \_\_\_\_\_

\*Contract No.: \_\_\_\_\_ (N/A when requesting new contract) \*Your Telephone No.: \_\_\_\_\_

\*Email Address: \_\_\_\_\_

	INDICATE YOUR SUGGESTIONS OR COMMENTS BELOW:
Create New Contract • indicate commodity, item(s), and quantity	
Revise Current Contract Terms, Conditions, Provisions or Clauses	
Add Contract Item(s) • indicate usage • use PCBN3 for microcomputers • review procedures if for other brand name contracts	
Revise Specifications for Item(s)	
Revise Delivery Requirements	
Add or Revise Customer Service Requirements	
Other	

## CONTRACT PERFORMANCE EVALUATION

The Office of State Purchasing is evaluating the contract mentioned below and is requesting a response from your agency. Please complete the form and return by the date specified. Failure to return the form by the specified date will indicate your agency is satisfied with the contractor's performance and the contract contents. This form is designed to collect information prior to bidding or renewing and not to report deficient performance. Report all deficient performance on a Deficiency/Complaint form for immediate action. The information reported on this form will be used to determine the effectiveness of the contract and if the contract, as currently established, and the contractor's performance meets your agency's needs. Provide suggestions and any additional comments on how we can improve the contract on the reverse side of this form or on an attachment. We suggest that you work as a team with your accountant(s) and end user(s) to answer the questions for each awarded vendor.

Email this form to \_\_\_\_\_, State Purchasing Officer at \_\_\_\_\_@doa.state.la.us (telephone number \_\_\_\_\_) **or** mail to Division of Administration, Office of State Purchasing, P. O. Box 94095, Baton Rouge, LA 70804-9095 **or** fax to (225) 342-8688 by \_\_\_\_\_.

Agency Name: \_\_\_\_\_ Name and Title of Evaluator: \_\_\_\_\_

Evaluator's Telephone No.: \_\_\_\_\_

Contract No.: \_\_\_\_\_ Expiration Date: \_\_\_\_\_ Vendor(s): \_\_\_\_\_

<b>INSTRUCTIONS:</b>		<b>RESPONSE:</b>		
Review each element and indicate if the contract meets your agency's need by responding with a Yes, No, or N/A (not applicable). Comments are requested on all "No" responses on questions 3 through 29 and question 1 when appropriate. For additional assistance contact the State Purchasing Officer indicated above.		Check the appropriate box		
<b>Contract Usage</b>		Yes	No	N/A
Usage	1. Contract used by your Agency? If "no", not necessary to complete this form unless existing contract can be altered to meet your needs. If so, please provide comments.			
	2. If "yes", is contract used to fulfill all of your needs for this type of commodity?			
<b>Contractor Performance Elements</b>				
Customer Service	3. Adequate accessibility – phone orders, fax lines, e-mail, etc.			
	4. Customer service support staff availability			
	5. Vendor representative knowledgeable of contract items or service			
	6. Customer service is courteous and professional			
	7. Phone calls returned timely			
	8. Support on technical matters provided			
Delivery	9. Vendor acceptance of State procurement card (if agency applicable)			
	10. Meets delivery time			
	11. Delivers specified items			
	12. Delivers packaging units specified			
	13. Frequent backorders			
	14. Proper notification of backorders			
	15. Timely delivery of backorders			
	16. Delivers proper quantities			
Product Quality	17. Delivery discrepancies resolved in a timely manner			
	18. Product delivered undamaged			
Billing	19. Product documentation included (instructions, tech. literature/manuals, MSDS)			
	20. Products are reliable and durable			
Billing	21. Accuracy of billing (cost and item)			
	22. Accuracy of packing slip			
	23. Prompt billings			
	24. Prompt credits			
	25. "Bill to" proper agency/customer with required reference numbers (CRO, etc.)			
<b>Overall Contractor Performance Rating</b> Very Satisfactory <input type="checkbox"/> Satisfactory <input type="checkbox"/> Needs Improvement <input type="checkbox"/> Poor <input type="checkbox"/>				
<b>Contract Content Elements</b>				
Content	26. Delivery requirements on current contract meet agency's needs			
	27. Products currently specified meet agency's needs			
	28. Specifications, as written, meet agency's needs			
	29. Additional items needed? Add on back of form or an attachment			