

State Procurement Manual

DOA-3449 N(R06/94) Formerly AD-P-12

		Number PRO-G-6
		Effective 6-1-87
Section RECORDS AND REPORTS	Agencies Affected ALL	Replaces NEW
Title COMPLAINT REPORT ON VENDOR/CONTRACTOR PERFORMANCE		Page 1 of 2

AUTHORITY: [Wis. Stats.](#) 16.705(6)
16.72
[Wis. Adm.](#) Code Chapter Adm 10.14

SCOPE: - to establish a means of communication concerning negative vendor/contractor performance

DEFINITIONS: I. "Vendor" means a supplier with whom the individual contracting state agency has negotiated and placed the order for the materials or services.

II. "Contractor" means a supplier with whom the State Bureau of Procurement has entered into a contract or negotiated an agreement and the individual contracting state agency has placed the order for materials or services.

CONTENT: I. A need exists for communications between those who receive purchased materials or services and those who order and contract for these materials or services. Complaint Report on Vendor/Contractor Performance (Form [DOA-3686](#)) (available from Stores/Forms) is a form to relay information concerning negative vendor/contractor performance. (See attached sample of the Complaint Report on Vendor/Contractor Performance.) This form will enable agencies to document instances of poor vendor/contractor performance and provide information on how the problem was resolved to advise all involved parties accordingly. A copy of the form sent to the State Bureau of Procurement will provide a record for inclusion in a centralized vendor/contractor performance record file.

II. The purchasing office for each agency is responsible for advising the personnel within that agency of the existence of this complaint procedure and to assist them, when necessary, in completing the form. Also, the purchasing office should have a supply of forms available for use by agency personnel.

Authorized:



Director
State Bureau of Procurement

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III. The purchasing agent who places the order for the materials or services is directly responsible for taking corrective action to resolve problems with both vendors and contractors and for transmitting copies of the report as described in PRO-G-6.

PROCEDURES:

- I. The original complainant will complete the form and provide a detailed written explanation (merely checking a box on the form is insufficient) of the complaint about the performance of a vendor/contractor. The complainant will remove the last copy and send the remaining unburst form-set to the purchasing agent who placed the order.
- II. If the complaint involves a minority business enterprise, the purchasing agent will notify the director of the State Minority Business Program.
- III. The purchasing agent will take the necessary corrective action and provide a detailed written explanation of such action. The agent will then send the unburst complaint form to the State Bureau of Procurement.
- IV. A procurement manager will take corrective action if necessary. The State Bureau of Procurement will burst and distribute the form as follows:
 - A. Original filed at State Bureau of Procurement central file
 - B. Copy to complainant
 - C. Copy retained by procurement manager
 - D. Copy to agency central purchasing office
- V. Agencies with no agency central purchasing office will send the unburst form-set directly to the State Bureau of Procurement.

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