



NON-INSTRUCTIONAL SERVICES: Purchasing

Vendor Performance Evaluation

I. Policy Statement

- A. The Board of Education of Baltimore County (Board) is committed to the effective management of vendors conducting business with the Baltimore County Public Schools (BCPS).
- B. The Board believes the effective management of vendors includes a process to evaluate vendor performance under a contract for purchase of goods, performance of services, consulting, construction, construction management, building renovation, or improvement of facilities.

II. Standards

- A. Vendors should receive feedback on their performance, whether it is positive or negative. In the case of negative feedback, the vendor shall be informed of why their performance is unsatisfactory and what corrective action is required.
- B. The Board reserves the right to use vendor performance appraisals to evaluate a vendor's ability to perform on subsequent contracts.
- C. The Superintendent shall establish administrative rules and procedures for vendor performance evaluation. These rules and procedures should include, but shall not be limited to, a process for performance appraisal, communication of feedback to vendors, documentation requirements, a process for suspension or debarment of unsatisfactory vendors, and a vendor appeal process.

III. Implementation

- A. The Board directs the Superintendent to implement this policy.

Related Policies: Board of Education Policy 3210, *Purchasing Guides*  
Board of Education Policy 3230, *Qualification of Vendors*

Policy  
Adopted: 09/05/07  
Revised: 12/04/12

Board of Education of Baltimore County