

## VENDOR PERFORMANCE ON GOODS AND SERVICES CONTRACTS

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### SUMMARY

Miami-Dade County (the “County”) relies on the goods and services offered by their vendors under contract in order to provide essential services and regional systems to our community. Please refer to the Internal Services Department (ISD) Procurement Guidelines that provide the framework for the evaluation and improvement of performance of County vendors. Procurement Guidelines are easily accessible at: <http://intra.miamidade.gov/procurement/guidelines.asp>

### PROCEDURE

Department director or authorized designee must appoint a project manager to pro-actively manage the performance of a contract vendor(s) and maintain “real time” communications throughout the term of the project. Project managers must also inform the vendor in writing when their performance is of concern and request appropriate corrective action within an acceptable timeframe, in accordance with the contract’s terms and conditions. It is equally important for the project manager to maintain a written record of all correspondence with the vendor as well as a project diary which records issues discussed, decisions made, action items, etc.

If the vendor’s response or corrective action continues to be a concern, the department’s project manager should advise the department’s procurement liaison of the matter, and together contact ISD, Procurement Management’s Contract Administrator for assistance and a corrective plan.

### CONTACT:

#### Department/Division

Internal Services Department/Procurement Management

### REFERENCE DOCUMENT(S):

Procurement Guidelines: <http://intra.miamidade.gov/procurement/guidelines.asp>