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| State of Nebraska **VENDOR IMPROVEMENT REQUEST** | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | |
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| **1.** SUBMITTER INFORMATION | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| NAME & TITLE: | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| AGENCY: | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| E-MAIL: | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PHONE: | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| *By signing below, I certify that the information provided on this form is true and accurate to the best of my knowledge.* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | Click here to select date | | | | | | |
| Submitter’s Signature  (Type/Sign your name here) | | | | | | | | | | | | | | | | | | | | | Title | | | | | | | | | | | Today’s Date | | | | | |
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| **2.** | | Have you sent a vendor performance notice to the vendor for resolution of this issue? | | | | | | | | | | | | | | | | |  | | | | **3.** SEVERITY SCORE: | | | | | | | | | |  | |  | | |
| Select Score | | | |  |
|  | |  | | |
|  | | | | | | |  | | NO | |  | | | YES | | | | |  | | | | Use the chart below to find the severity score of this issue, and record the score above. The severity score is the number that best matches the levels of Impact and Urgency of this issue. | | | | | | | | | | | | | | |
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|  | **if “**NO**”** | | | Before submitting a Vendor Improvement Request, please contact your vendor directly using the **Vendor Performance Notice**. Agencies are often able to work with their vendor to find a mutually beneficial solution.   **For matters of public safety continue to section 3.**  To download the **Vendor Performance Notice** template, or learn more about the Vendor Performance Program, please visit:[*http://das.nebraska.gov/materiel/VendorPerformance.html*](http://das.nebraska.gov/materiel/VendorPerformance.html) | | | | | | | | | | | | | |  | | | | |  | | | | IMPACT | | | | | | | | |  | |
|  | | | | | *High* | | | *Medium* | | | | *Low* | |
|  | | | | |  | URGENCY | | *High* | ***5*** | | | ***4*** | | | | ***3*** | |
|  |  | | | | | *Medium* | ***4*** | | | ***3*** | | | | ***2*** | |
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|  | **if  “**YES**”** | | | In the Summary of Events field *(next page)*, please describe your attempt(s) to resolve, including dates, and the vendor’s response. | | | | | | | | | | | | | |  | | | | | *Low* | ***3*** | | | ***2*** | | | | ***1*** | |
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| **4.** VENDOR INFORMATION | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| COMPANY NAME: | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CONTACT NAME/TITLE: | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | |
| VENDOR AB#: | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **5.** PURCHASE INFORMATION | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CONTRACT/PURCHASE ORDER #(S): | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | |
| DATE(S) OF OCCURRENCE: | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | |
| DESCRIPTION OF COMMODITY/SERVICE: | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | | | | | | | | | |

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| **6.** **REQUESTED IMPROVEMENT AREA(S)** Check all that apply | | | | | | | |
| **DELIVERY** | | | | **QUALITY** | | **MISCELLANEOUS** | |
|  | Late delivery | | |  | Inferior quality/Service deficiencies |  | Unauthorized change in quantity |
|  | Non-delivery | | |  | Unauthorized substitution |  | Invoice inaccuracies |
|  | Delivery to incorrect address | | |  | Damaged or defective |  | Failure to respond |
|  | Partial delivery - cannot deliver balance of order | | |  | Unsatisfactory workmanship in installation |  | Request to cancel order due to Quote/Bid error |
|  | Failure to replace damaged goods | | |  | Failure to meet specifications set forth in Quote/Bid |  | Unauthorized price change(s) |
|  | Other: |  | | | | | |
|  |  | | | | | | |
| **7.** **CONTRACT REFERENCE**  For each selection of non-compliance made in the *Requested Improvement Area* above (step 6), please provide the contract section(s) and page number(s) of the applicable Specifications and/or Terms & Conditions, and a description of how the contractor’s performance has been non-compliant. | | | | | | | |
| **CONTRACT SECTION & PAGE #** | | | **DESCRIPTION OF NON-COMPLIANCE** | | | | |
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| **8.** **SUMMARY OF EVENTS** | |
| *Please provide a brief, factual explanation of the performance issue(s) experienced, including dates, in the space below. A separate sheet may be added if additional space is needed.* | |
| **Please note:** A copy of this form may be provided to the vendor. | |
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| **9.** **WHAT IS YOUR AGENCY’S DESIRED OUTCOME?** | |
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|  |  |
| **10.** **ATTACH DOCUMENTATION, OBTAIN AGENCY APPROVAL, AND SEND** | |
| After VIR has been approved at your agency level, send completed form **AND** referenced supporting documentation to: [AS.MATERIELPURCHASING@nebraska.gov](mailto:AS.MATERIELPURCHASING@nebraska.gov)  **PLEASE REDACT ANY SENSITIVE INFORMATION THAT SHOULD NOT BE MADE PUBLICLY AVAILABLE.**  Examples of supporting documentation may include: contracts, purchase orders, invoices,  specifications, correspondence, test results, packing slips, delivery tickets, etc. | |