# Vocational Rehabilitation Services Manual D-200: Purchasing Goods and Services

Revised August 6, 2020

**D-214: Contractor Performance Issues**

VR staff members other than the contract manager routinely work closely with contractors and, therefore, might notice issues related to a contractor's performance or noncompliance that are beyond the scope of the formal statewide monitoring process led by the Customer Services Monitoring Unit. If the staff member determines that a performance issue is significant, he or she must notify the contract manager, even if the issue has been resolved.

The VR staff member must send the notification in writing and include the:

* name of the contractor;
* contract number assigned by VR, if known;
* Texas payee identification number, if known;
* type of service provided by the contractor;
* date the noncompliance or performance issue occurred;
* description of the noncompliance or performance issue; and
* chronology of actions taken by the VR staff member and contractor to address the issue.

VR staff members use the [TWC 1303 Contractor Performance Report](https://twcgov.sharepoint.com/sites/BusOPS/BusOpsIntra/SitePages/PCSResources.aspx) to document issues of performance or noncompliance, or recurring issues with contractor invoices. The form can also be used to document exceptionally good contractor performance. The TWC  1303 Contractor Performance Report is for TWC use only.

Use the form [VR3460 Vendor Invoice Additional Data Request](https://intra.twc.texas.gov/intranet/gl/html/vocational_rehab_forms.html) to request information missing from a specific invoice.

When the contract manager is notified of a contractor's performance issue, he or she takes appropriate action and can request a remedial action review.

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