



CITY OF EL PASO

Contract Administration & Vendor Outreach

August 18, 2025

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Agenda

Session 1 – July 21, 2025 - Completed

- Purchasing Functions
- Procurement & Sourcing Policy Overview



Session 2 – August 4, 2025

- Procurement Process Overview

Session 3 – August 18, 2025

- Contract Administration
 - Vendor Performance Report
- Vendor Outreach
 - Supply El Paso

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Contract Administration

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Why is it important?

1. Ensures project success
2. Minimizes disputes
3. Protects financial Interests
4. Shapes good business relationships
5. Manages risks
6. Improves compliance
7. Facilitates communication

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Contract Administration Cycle



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Who's the Contract Administrator?

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Each **user department** selects the contract administrator for each of its contracts.

Contract Administrator Responsibilities

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1. Maintaining adequate and appropriate **records**.
2. Ensures contract **compliance** with scope, schedule and budget.
3. Primary level for **conflict resolution**:
 - After proper consideration **reports persistent contract compliance issues** to Purchasing & Strategic Sourcing for Cure Process and potential termination for default.

Contract Administrator Responsibilities

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4. **Reviews and approves/denies deliverables** as to their adherence to the contract terms and conditions.
5. Reconciles expenditures and ensures **correct invoicing and payment**.
6. **Document** and **monitor** contract modifications/change orders.
7. Contract **close-out** to ensure all contract requirements were fulfilled.

Contract Administrator: Actions NOT Delegated

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1. Allow the contractor to begin work before a contract is fully executed.
2. Approve contract modifications/change orders.
3. Request contractor to incur costs not covered by the contract with expectations that the City will reimburse such costs.
4. Terminate or threaten to terminate for any cause the contractor's right to proceed.

Vendor Performance

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Vendor Performance Tracking System

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The Vendor Performance Tracking System (VPTS) provides the City with a comprehensive tool for evaluating vendor performance to reduce risk in the award and performance of contracts.

Vendor Performance Tracking System

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1. Electronically tracks vendor performance on all contracts.
2. Provide performance ratings (0-10) in five measurable categories for City vendors; and
3. Provides a central repository for Vendor Performance Reports (VRP).

VPR Rating System Overview

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Excellent: 10

Performance ***significantly exceeds*** contractual requirements to the City's benefit. For example, the Vendor completed the contract either below budget and/or completed the contract ahead of schedule which resulted in added value to the City. The contractual performance of the Vendor being assessed was accomplished in full compliance of all material terms of the contract and with complete customer satisfaction.

VPR Rating System Overview

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Good: 9

Performance meets contractual requirements and ***exceeds in some area(s)*** to the City's benefit. The contractual performance of the Vendor being assessed was accomplished with goods or services in compliance with all the terms and conditions of the contract, promptly remedied any instance of non-compliance with the material terms of the contract; and corrective actions were satisfactory.

VPR Rating System Overview

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Fair: 7 – 8

Performance **meets contractual requirements.** The contractual performance of the Vendor complied with all the terms and conditions of the contract and remedied the majority of the instances of non-compliance with the material terms of the contract with fair customer satisfaction.

VPR Rating System Overview

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Poor: 5 – 6

Performance **does not meet some contractual requirements**. The contractual performance of the Vendor being assessed reflects a serious problem because it did not comply with some terms and conditions of the contract; or was non-compliant of material terms of the contract and failed to remedy the majority of instances of non-compliance with the material terms of the contract.

VPR Rating System Overview

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Unsatisfactory: 0 – 4

Performance ***does not meet contractual requirements***. The goods or services did not comply with all specifications and evaluation criteria identified in the contract documents; or was non-compliant of material terms of the contract and failed to remedy the majority of instances of noncompliance with the material terms of the contract; in a manner that subjects the vendor to be deemed not eligible to award future contracts by the City.

Rating System and Performance Measures

Vendor Performance

CITY OF EL PASO, TEXAS VENDOR PERFORMANCE REPORT			
Note: If you select NA, please enter a 0 (zero) in the corresponding Rating box.			
CONTRACT NUMBER:			
VENDOR NAME:			
VERIFIED CONTRACT NUMBER:			
CONTRACT TITLE:			
VENDOR ID:			
VERIFIED VENDOR NAME:			
VENDOR ADDRESS:			
POINT OF CONTACT NAME:			
POINT OF CONTACT E-MAIL ADDRESS:			
PHONE/FAX NUMBERS:	PHONE:	FAX:	
INITIAL TERM:	FROM:	TO:	
OPTION TERM:	FROM:	TO:	
EVALUATION PERIOD:	Choose One	FROM:	TO:
Technical Performance:			Rating (0-10)
Unsatisfactory - (0-4); Poor - (5-6); Fair - (7-8); Good - (9); Excellent - (10)			
Completion of major tasks/milestones/deliverables on schedule.			
Responsiveness to changes in technical direction			
Ability to identify risk factors and alternatives for alleviating risk.			
Ability to identify and solve problems expeditiously.			
Ability to deliver goods or services in accordance with specifications.			
Ability to employ standard tools/methods.			
Average			0
City Comments for Technical Performance:		Choose One	
Management Performance:			Rating (0-10)
Unsatisfactory - (0-4); Poor - (5-6); Fair - (7-8); Good - (9); Excellent - (10)			
Overall communication with staff.			
Effectiveness and reliability of Vendor's Key Personnel.			
Ability to recruit and maintain qualified personnel.			
Ability to manage multiple and diverse projects/tasks from planning through execution.			
Ability to effectively manage subcontractors. Check here for NA:			
Ability to accurately estimate and control costs to complete tasks.			
Ability to resolve problems.			
Use of management tools (e.g. costs/schedule, task management tools). Check here for			
Average			0
City Comments for Management Performance:		Choose One	

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Responsibility Check

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1. A responsible bidder is defined as a qualified bidder with the lowest or best bid price, and whose business and financial capabilities and past performance and reputation meet the required standards.
2. Responsible bidders/offerors will be considered for future response to solicitations.
3. For multi-year contracts, contract may be extended for additional terms, if extensions were approved at the award of the contract.

Vendor Performance Reporting Scores and Averages: Central Repository

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My Apps | Vendor Performance Report



Goods & Services

Vendor Name
leatham
Leatham Family LLC dba Symbolarts LLC

Verified Contract Number
2021-0181
2022-0082

Average of completed:
9.46

Application URL	Submission Created	Status	Department	Vendor Name	Verified Contract Number	Vendor ID	Contract Title	EP From	EP To
🔗	11/4/2021 1:53:23 PM	Complete	Police Dept	Leatham Family LLC dba Symbolarts LLC	2021-0181	1000046695	PD Badges	September 01, 2020	August 31, 2021
🔗	10/5/2022 1:40:24 PM	Complete	Police Dept	Leatham Family LLC dba Symbolarts LLC	2022-0082	1000046695	Uniform Badges	November 12, 2021	October 05, 2022

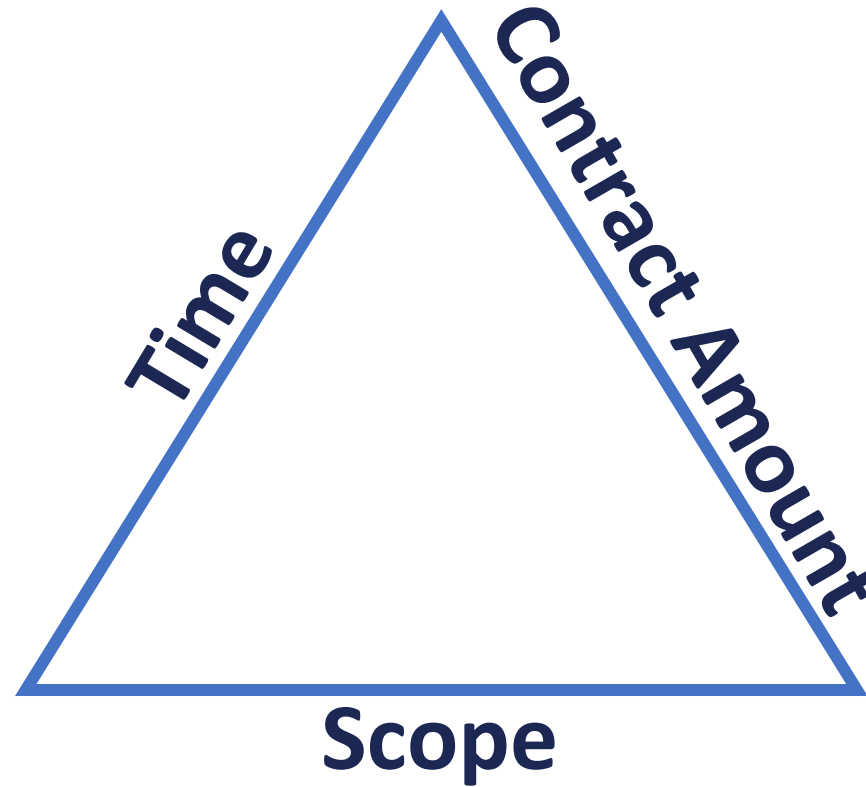
Application URL	Submission Created	Status	Department	Vendor Name	Vendor ID	Contract Title	Total Signers	EP From	EP To	Current Signatures	Next Signature needed	Overall Rating
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Contract Modifications/ Change Orders

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When?



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Regulation

Sec. 252.048. CHANGE ORDERS. (a) If changes in plans or specifications are necessary after the performance of the contract is begun or if it is necessary to decrease or increase the quantity of work to be performed or of materials, equipment, or supplies to be furnished, the governing body of the municipality may approve change orders making the changes.

(b) The total contract price may not be increased because of the changes unless additional money for increased costs is appropriated for that purpose from available funds or is provided for by the authorization of the issuance of time warrants.

(c) If a change order involves a decrease or an increase of \$50,000 or less, the governing body may grant general authority to an administrative official of the municipality to approve the change orders.

(c-1) If a change order for a public works contract in a municipality with a population of 240,000 or more involves a decrease or an increase of \$100,000 or less, or a lesser amount as provided by ordinance, the governing body of the municipality may grant general authority to an administrative official of the municipality to approve the change order.

(d) The original contract price may not be increased under this section by more than 25 percent. The original contract price may not be decreased under this section by more than 25 percent without the consent of the contractor.

(e) This section applies only to a contract awarded through a competitive procedure as required by Section 252.021.

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Conflict Resolution

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Key Elements

1. Continuous communication
2. Identify the issue
3. Review contract
4. Open dialogue
5. Proper consideration
6. Document resolution

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Cure Process

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1. Performance has not improved
2. Cure Letter documenting the non-compliance items
3. Corrective Action Plan
4. Corrective Action Plan implementation evaluation
5. Default Termination determination
6. Supplier is placed in the ineligible sourcing list

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Vendor Outreach

Supply El Paso

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Supply El Paso Procurement Playbook

Unlocking the Procurement Economy
for Local Businesses in El Paso

- Supply El Paso is market-making initiative to help local businesses compete for contracts and grow
- El Paso can serve as a national model for fostering local enterprise growth through effective procurement, focusing on key sectors like defense, energy and manufacturing.

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Supply El Paso Procurement Playbook

Unlocking the Procurement Economy for Local Businesses in El Paso

January 23, 2024

LATINOS & SOCIETY
empowerment institute

UT EL PASO
Nowak Metro Finance Lab
Local Government & Finance Institute

Supply El Paso Procurement Playbook

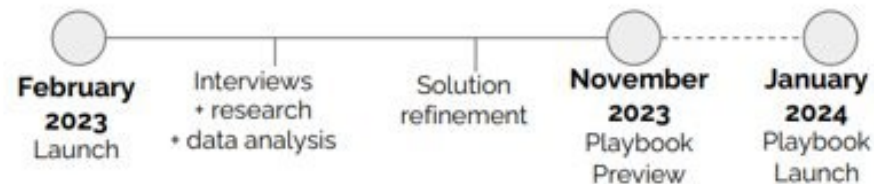
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El Paso Project Goals

1. Size the procurement economy (federal, state, and local)
2. Use the procurement economy as a vehicle to grow local businesses at scale
 - a. Ready-to-scale framework
 - b. Deconstructing energy projects
3. Develop firm-centric strategies to foster contracting with local firms and strengthen their growth.

Project Timeline



Research Team



DREXEL UNIVERSITY

Nowak Metro Finance Lab

Lindy Institute for Urban Innovation



Funder



Partners



Prospective Partners



Supply El Paso Pledge of Support

We, the stakeholders, take this pledge to support Supply El Paso, with the upmost sincerity, as a network that empowers local businesses to compete for contracts by providing access to procurement education and opportunities for growth.

We pledge to support and collaborate as a network of agencies and resources to enhance the economy of our region.

As leaders we will work to promote our local businesses and foster an environment where they can flourish.

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Workshops & Expo

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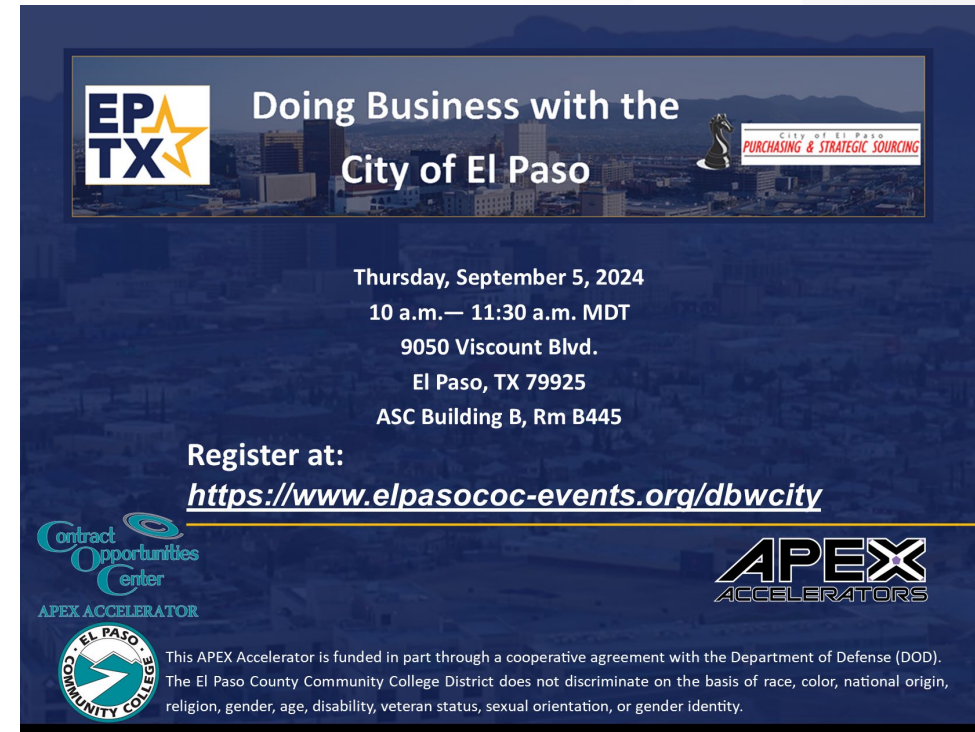
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Workshops

- Trainings/Workshops coordinated with Strategic Partners, hosted online and in person.
- **El Paso Hispanic Chamber of Commerce** *Winning Wednesday-Supplier trainings bimonthly.*
- **Contract Opportunity Center (COC)** *Doing Business with the City*

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EP TX Doing Business with the City of El Paso

Thursday, September 5, 2024
10 a.m. — 11:30 a.m. MDT
9050 Viscount Blvd.
El Paso, TX 79925
ASC Building B, Rm B445

Register at:
<https://www.elpasococ-events.org/dbwcity>

Contract Opportunity Center
APEX ACCELERATOR

APEX ACCELERATORS

This APEX Accelerator is funded in part through a cooperative agreement with the Department of Defense (DOD). The El Paso County Community College District does not discriminate on the basis of race, color, national origin, religion, gender, age, disability, veteran status, sexual orientation, or gender identity.

Annual Cooperative Purchasing Expo

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Premier event designed to help local businesses expand their knowledge and learn how to obtain cooperative contracts used by government agencies nationwide.

Event Highlights

- Free Admission
- Networking Opportunities
- Valuable Resources

Annual Cooperative Purchasing Expo

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Who Should Attend?

- Suppliers seeking growth opportunities
- Businesses interested in understanding cooperative contracts
- Those looking to network with government agencies and other businesses

Annual Cooperative Purchasing Expo

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Achievement of Excellence in Procurement Award

The distinguished award is earned by public and non-profit organizations that obtain a **high application score** based on **innovation, professionalism, e-procurement procedures, productivity, and leadership through excellence and continuous organizational improvement.**

The City of El Paso joins Austin and San Antonio as one of **three large cities in Texas** and one of 87 cities in the United States and Canada to receive this award.

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11th Award



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MISSION



Deliver exceptional services to support a high quality of life and place for our community.

VISION



Develop a vibrant regional economy, safe and beautiful neighborhoods and exceptional recreational, cultural and educational opportunities powered by a high performing government.



VALUES

Integrity, **R**espect, **E**xcellence,
Accountability, **P**eople

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MISIÓN



Brindar servicios excepcionales
para respaldar una vida y un
lugar de alta calidad para
nuestra comunidad

VISIÓN



Desarrollar una economía regional
vibrante, vecindarios seguros y
hermosos y oportunidades
recreativas, culturales y educativas
excepcionales impulsadas por un
gobierno de alto desempeño

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VALORES

Integridad, Respeto, Excelencia,
Responsabilidad, Personas