



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

Report Period Start				Report Period End		Contract Period Start		Contract Period End	
10/1/2022				12/31/2022		1/1/2022		12/31/2022	
Purchaser Order Number						Purchase Order Date			
Department – Senior Services									
Bid Number 17RFP109210A-FB						Service Commodity – Comprehensive Nutrition Services			
Contractor – Open Hand Atlanta									
Performance Rating									
0 = Unsatisfactory		Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.							
1 = Poor		Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customer somewhat satisfied.							
2 = Satisfactory		Archives contract requirements 80% of the time. Generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.							
3 = Good		Archives contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied							
4 = Excellent		Archives contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers' expectations are exceeded.							
1. Quality of Goods/Services						(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification			
	0	The contractor is in compliance with providing the service delivery model of Home Delivered Meals. The contractor provides monthly reports, and weekly reports on time. All the staff have the skills to provide the services in the contract.							
	1								
	2								
X	3								
	4								

2. Timeliness of Performance		(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/Change – On Time Completion Per Contract)	
	0	The contractor is very responsive to any requests and performs the deliverables of the agreement. The contractor will initiate an action plan if there are changes needed.	
	1		
	2		
X	3		
	4		
3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)	
	0	The contractor will respond via telephone or email if there are issues or inquiries with the service delivery model. The contractor is very helpful to assist and find resolutions to any problems in service.	
	1		
	2		
X	3		
	4		
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)	
	0	The contractor provides proper invoicing. The contractor stays within budget.	
	1		
	2		
X	3		
	4		
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)	
	0	The contractor credentials are aligned with the needed experience and appropriateness to deliver the services for Aging Services.	
	1		
	2		
X	3		
	4		
Overall Performance Rating		3.0	Date 3/1/2023
Would you select/recommend this vendor again?		Yes	
Rating completed by:		Rafael Patterson, Program Manager	
Department Head Name:		Ladisa Onyiliogwu, Director	
Department Head Signature			