

DEPARTMENT OF PURCHASING & CONTACT COMPLIANCE
CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES



Report Period From: 07/01/2020 to 09/30/2020

Contract Period: 01/01/20 to 12/31/20

Project Number: _____ Project Description: _____ Wrecker and Towing Service _____

Department: Police _____ Contractor: _____ S&W _____

PO Number: 20124521B-VF PO Date: 10 / 9 / 20

Numeric Ratings

0 – Unsatisfactory Performance – Achieves contact requirements less than 50% of the time; not responsive, effective and/or efficient, unacceptable delay, incompetence; high degree of customer dissatisfaction.

1 – Poor Performance – Achieves contact requirements to 70% of the time. Marginally responsive, effective and efficient, delays require significant adjustments to programs; key employee marginally capable; customers somewhat satisfied.

2. Satisfactory Performance – Achieves contact requirements 80% of the time; generally responsive, effective and/or efficient; delays are excusable and/or results in minor program adjustments; employees are capable and satisfactorily providing service without interventions; customers indicate satisfaction.

3. Good Performance – Achieves contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have no impact on programs/mission; key employees are highly competent and seldom require guidance; customer are highly satisfied.

4. Excellent Performance – Achieves 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 Good/Services (- Adhered to Work Plan – Technical Requirements Met – Reports/Administration Prompt – Personal Assigned)

Rating: 0 1 2 3 4

The contractor provides quality service.

2. Timeliness of Performance (- Were Milestones Met as Scheduled – Displayed Reliability – On Time Completion/No Delays – Efficient Use of Manpower and Resources)

Rating: 0 1 2 3 4

The contractor response time meets requirements. Jobs are completed and scenes are cleared quickly.

3. Business Relations (- Responsiveness to Inquires – Prompt Problem Notifications)

Rating: 0 1 2 3 4

Proper notification is given if there's a delay in responding to scenes.

4. Customer Satisfaction (- Scope of Services Delivered – Met User Quality Requirements – Met all Industry Standards – Within Budget/Cost Estimate – proper Invoicing)

Rating: 0 1 2 3 4

The contractor has provided satisfactory customer service on scene. Polite and courteous to citizens. All standards have been met.

5. Contractors Key Personnel (- Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)

Rating: 0 1 2 3 4

Personnel are helpful and knowledgeable. They are available as needed.

Overall Rating: 4

Would you select/recommend this vendor again (Y/N)? Y

Form Completed by: _____ Lt. Rochelle Alexander _____

Department Head Name: W WASH YATES

Department Head Signature: W WASH YATES

Date: 10 29 2020