



DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

Report Period Start	Report Period End	Contract Period Start	Contract Period End
10/20/2021	9/30/2021	10/20/2020	9-30/2021
Purchaser Order Number		Purchase Order Date	
19RFP100-119-CJCRN1		4-14-2021	
Department JUVENILE COURT			
Bid Number		Service Commodity	
19RFP100119A-CJC		Specific Evidence-Based Delinquency Prevention Programming	
Contractor CHRIS180			
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	CHRIS180 provided trauma focused therapy to youth under the supervision of Juvenile Court. Services were delivered as outlined 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	Feedback and communication was timely and clear.	

	1
	2
X	3
	4

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
	0	Problems were addressed immediately.
	1	
	2	
x	3	
	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)
	0	There were issues with invoicing but after having several meetings, the issues were resolved.
	1	
	2	
x	3	
	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
	0	The personnel assigned to the contract are efficient, courtesy and experienced. They are invested in the well being of the youth and their family.
	1	
	2	
	3	
X	4	

Overall Performance Rating	3	Date	3-17-2022
Would you select/recommend this vendor again?	yes		
Rating completed by:	Tomiko D. Williams		
Department Head Name:	Timothy Ezell		
Department Head Signature	<i>Timothy Ezell</i>		