

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2020	9/30/2020	1/1/2020	12/31/2020
PO Number			PO Date
20SC123363C-CG			2/3/2020
Department	<u>Finance</u>		
Bid Number	<u>17RFP1009201C-BKJ</u>		
Service Commodity	<u>Audit Services</u>		
Contractor	PJC Group LLC		

0 = Unsatisfactory*Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.***1 = Poor***Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.***2 = Satisfactory***Achieves 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***Achieves 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***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 Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)**

0
 1
 2
 3
 4

Comments:

the County received excellent services this year from PJC in light of the effect of the pandemic on availability of office time.

2. Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

0
 1
 2
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 4

Comments:

No issues with PJC . Quite responsive when we inquire on issues/topics.

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

0
 1

Comments:

2
 3
 4

No issues noted. John Jordan and his staff are well versed in government complexities and environment.

4. Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

Comments:

0
 1
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Finance satisfied with services from PJC Group.

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

Comments:

0
 1
 2
 3
 4

PJC staff are always courteous, responsive, and fair regarding audit issues and the audit process. John Jordan is a longstanding audit partner in the Atlanta area. Again, this audit was substantially different, largely conducted remotely.

Overall Performance Rating:

4.0

Would you select/recommend this vendor again?
(Check box for Yes. Leave Blank for No)

Yes No

Rating completed by:

ray.turner

Department Head Name

Hakeem Oshikoya

Department Head Signature

Hakeem Oshikoya

Date

9/3/2019