

Department of Purchasing & Contract Compliance

**Contractor's Performance Report
Professional Services**

Report Period Start	Report Period End	Contractor Period Start	Contractor Period End
01/21/2021	01/21/2021	02/17/2021	12/31/2021
P.O. Number			P.O. Date
20RFP1212B-EC			
Department	External Affairs		
Bid Number	20RFP1212B-EC		
Service Commodity	External Grant Writing Professional Services		
Contractor	Strategic Funding Group, Inc.		
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 dissatisfied.		
2 = Satisfactory	Achieves contract requirements 80 % of the time; generally responsive, effective and/or efficient; delays are excusable and result in minor program 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 no 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 effective and/or efficient; no delays; key employees are experts and require minimal directions; customers' expectations are exceeded.		
Quality of Goods and Services			
4 (Excellent)	Comments: Contractor achieved the excellent levels of performance and product satisfaction as team provides high quality proposals.		
Timeliness of Performance			
4 (Excellent)	Comments: Contractor provides timely service and is responsive to the needs of departmental clients.		
Business Relations			
4 (Excellent)	Comments: Contractor provides timely reports, updates, business documents and works well with all departmental teams.		
Customer Satisfaction			
4 (Excellent)	Comments: County departments give the contractor highest satisfaction feedback.		
Contractors Key Personnel			
4 (Excellent)	Comments: Key personnel are highly qualified with successful grant writing annual awards of \$72 million and directly engage departmental leaders/staff.		
Overall Performance Rating = 4.0			
Would you select/recommend this contractor again? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		Rating Completed by: Fran Calhoun, Division Manager, IGA	
Department Head	Jessica Corbitt	Department Head Signature	Date