

DEPARTMENT OF PURCHASFING & CONTRACT COMPLIANCE

CONTRACT COMPLIANCE						
CONTRACTORS PERFORMANCE REPORT						
Report Period Start	Report Perio	od End	Contract Period Start	Contract Period End		
1/1/2022	3/31/2022		4/1/2022	6/30/2022		
Purchaser Order Nur	nber		Purchase Order Date			
Department – Senior	Services					
Bid Number 21ITB000	0028A-CJ S	ervice Comm	nodity – Aging Services			
Contractor – Mutual N	Meadows					
	1		ince Rating			
			ents less than 50% of the tir			
0 = Unsatisfactory	customer dissa		acceptable delay; incompet	ence; nigh degree of		
	Custoffier dissa	alisiaction.				
			ents 70% of the time. Margi			
1 = Poor			lays require significant adju			
	employees mai	rginally capa	ble; customer somewhat sa	tistied.		
			ents 80% of the time. Gene			
2 = Satisfactory		; delays are excusable and/or results in minor programs mployees are capable and satisfactorily providing service without				
				providing service without		
	 		cate satisfaction.	lly responsive: offective		
Archives contract requirements 90% of the time. Usually responsive; effection and/or efficient; delays have not impact on programs/mission; key employee						
3 = Good are highly competent and seldom require guidance; customers are h						
satisfied						
Archives contract requirements 100% of the time. Immediately responsive;						
		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				
otoff have						
2 stall have	staff have the skills to provide the services in the contract.					
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		des a good response to inquiries and to questions about provisions of				
	1		ontract. The contracto	or has agreed to initiate an	action plan if there are		
	2	changes needed.					
Χ	3						
	4						
3. Business Relations		ss Relations	(Responsiveness to Inquires – Prompt Problem Notifications)				
0			The contractor will respond via telephone or email if there are issues				
	1		or inquiries with the service delivery model. The contractor is very				
	2		helpful to assist and find solutions to any problems in service.				
Х	3						
	4						
4. Customer Satisfaction		ner Satisfaction	(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)				
	0	The contractor provides proper invoicing			supportive		
	1	documentation and stays within the budgeted allocation.			allocation.		
	2						
X	3						
	4						
	7						
5. Contractors Key Personnel		ctors Key Personnel	(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)				
	0		The contractor's credentials align with the needed experience and				
	1	appropriateness to deliver the services of Indiger Burial services only are provided by this contract			9		
	2		Durial Services Offig	are provided by this contra	actor.		
Х	3						
	4						
Overall Performance Rating			3.0	Date 6/30/2022			
Would you select/recommend th			his vendor again?	Yes			
Rating completed by:			1	Clifton Dawkins, Program	Manager		
Department Head Name:			adisa Onyiliogwu, Director				
Department Head Signature		nt Head Signature))				



DEPARTMENT OF PURCHASFING & CONTRACT COMPLIANCE

CONTRACT COMPLIANCE							
CONTRACTORS PERFORMANCE REPORT							
Report Period S	art	Report Pe	eriod End	Contract Period Start	Contract Period End		
4/1/2022		6/30/202	2	January 2022	December 2022		
Purchaser Orde	Numbe	er		Purchase Order Date			
Department – Se	enior Se	rvices					
Bid Number 21lT	B00002	8A-CJ	Service Comm	nodity – Aging Services			
Contractor – Mu	tual Mea	adows					
			Performa	nce Rating			
	I .		•	ents less than 50% of the time	•		
0 = Unsatisfacto		effective and/or efficient; unacceptable delay; incompetence; high degree of					
	CI	ustomer dis	ssatisfaction.				
	А	rchives cor	ntract requireme	ents 70% of the time. Margin	ally responsive,		
1 = Poor		effective and/or efficient; delays require significant adjustments to programs; key					
	eı	employees marginally capable; customer somewhat satisfied.					
	A	rchives cor	ntract requireme	ents 80% of the time. Genera	ally responsive, effective		
0 - Catiafaatam				excusable and/or results in m			
2 = Satisfactory		adjustments; employees are capable and satisfactorily providing service without					
				cate satisfaction.			
				ents 90% of the time. Usually			
3 = Good		and/or efficient; delays have not impact on programs/mission; key employees					
		are highly competent and seldom require guidance; customers are highly satisfied					
	Archives contract requirements 100% of the time. Immediately responsive;						
highly efficient and/or effective, no deleve, key employees are experts and							
		require minimal directions; customers' expectations are exceeded.					
' '							
			(0.000)				
1. Quality of Goods/Services (Specification Compliance – Technical Excellence –							
Reports/Administration – Personner Qualification							
	The contractor is compliant with providing the service of Indigent Burials. The						
ekille	contractor provides monthly reports and weekly reports on time. All the staff have the skills to provide the services in the contract.						
	orano to provide trie corvides in trie correduc.						
X 3							
4							
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		des a good response to inquiries and to questions about provisions of				
	1		ontract. The contracto	or has agreed to initiate an a	ction plan if there are		
	2	changes needed.					
Χ	3						
	4						
3. Business Relations		ss Relations	(Responsiveness to Inquires – Prompt Problem Notifications)				
0			The contractor will respond via telephone or email if there are issues				
	1		or inquiries with the service delivery model. The contractor is very helpful to assist and find solutions to any problems in service.				
	2						
Х	3						
	4						
4. Customer Satisfaction		ner Satisfaction	(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)				
	0		The contractor prov	vides proper invoicing with s	upportive		
	1	documentation and stays within the budgeted allocation.					
	2						
X	3						
	4						
5. Contractors Key Personnel		ctors Key Personnel	(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)				
	0		The contractor's credentials align with the needed experience and				
	1	appropriateness to deliver the services, specifically for Indigent Burials. Indigent Burial services only are provided by this contractor					
	2		bullais. Illuigetti bi	unai services only are provid	ded by this contractor.		
Х	3						
	4						
Overall Performance Rating		erformance Rating	3.0	Date 6/30/2022			
Would you select/recommend the		u select/recommend t	his vendor again?	Yes			
Rating completed by:			1	Clifton Dawkins, Program I	Manager		
Department Head Name:			adisa Onyiliogwu, Director				
Department Head Signature		nt Head Signature)				