

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
10-1-2020	6-15-2021	10-1-2020	9-30-2021
PO Number			PO Date
Department	Gulfa County Sheriff's Office		
Bid Number			
Service Commodity	Professional Services		
Contractor	Justice Solutions		

= Unsatisfactory

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

= 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.

= 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.

= 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.

= 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.

Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

- ☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

The quality of services is excellent. The customer service to an client in the jail in face to face situation is excellent.

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
☒ 3
☐ 4

Comments:

The go to recipient is meeting the milestones and working steadily toward the attainment of your goal. The subcontractor always meets the milestones set forth in the grant.

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

- ☐ 0

Comments:

- ☐ 1
- ☐ 2
- ☒ 3
- ☒ 4

The sub-recipient always maintain a professional and business relationship.

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

- ☐ 0

Comments:

- ☐ 1
- ☐ 2
- ☒ 3
- ☒ 4

Customer Service is excellent always engaged with the Tulsa County Sheriff's Office. The sub-recipient is available for problem solving and communicates the sub-recipient's within Budget.

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

- ☐ 0

Comments:

- ☐ 1
- ☐ 2
- ☐ 3
- ☒ 4

The essential personnel is always available to answer questions and solve problems.

Overall Performance Rating: 0.0

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

☒ Yes ☐ No

Rating completed by:

Department Head Name	Department Head Signature	Date
		5/25/2021

