



DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
04/01/22	06/30/22	01/01/22	12/31/22

Purchaser Order Number	Purchase Order Date
031522*390	03/15/22

Department	Real Estate and Asset Management
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Bid Number	Service Commodity
21ITB131067C-GS	Door Installation and Repair Services

Contractor	Overhead Door Company
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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.

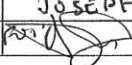
1. Quality of Goods/Services	(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification)
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☐ 0	Comments: Quality of Goods and Services are great. They are good at responding quickly to phone calls and emails. Their technicians are very knowledgeable about the products and are helpful with relaying that back to me.
☐ 1	
☐ 2	
☐ 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)
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☐ 0	Comments: Contractor's timeliness of performance is satisfactory. They complete the task at hand within a reasonable amount of time.
☐ 1	
☐ 2	
☐ 3	
☒ 4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Comments: Business relations with this contractor is good. They respond in a timely fashion to resolve the problems at hand.
☐	1	
☐	2	
☐	3	
☒	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	Comments: I am satisfied with the contractor. Does quality work and met end users expectations. Met specifications and stays within budget.
☐	1	
☐	2	
☐	3	
☒	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Comments: Contractor's personnel does a great job in being responsive and solving our issues. They seem to be very knowledgeable about their products and are available when needed.
☐	1	
☐	2	
☐	3	
☒	4	

Overall Performance Rating	4.00	Date	7/26/2022
Would you select/recommend this vendor again?		☒ Yes	☐ No
Rating completed by:	Michael Young		
Department Head Name:	JOSEPH DAVIS		
Department Head Signature			

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**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
4/1/2022	6/30/2022	1/1/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
031422-0380		3/14/2022	
Department			
Real Estate and Asset Management			
Bid Number		Service Commodity	
21ITB131067C-GS		On-Site Door Repair and Overhead Door	
Contractor			
Piedmont Door Automation, dba Piedmont Door Solutions			
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	Technicians demonstrated the ability to foresee potential problems and repair before it became a larger issue. Technician exemplifies the education and skills to perform quality work in their respected trade.	
☐	1		
☐	2		
☐	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	Contractor was tasked at completing specific jobs, and did achieve milestones. Contractor responsiveness to change and completion time was within Contract Scope of Work.	
☐	1		
☐	2		
☒	3		
☐	4		

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Contractor responded to inquiries and fulfilled in a timely manner. Piedmont notified the end user of issue that would impact response time and completion.
☐	1	
☐	2	
☐	3	
☒	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	Contractor delivered in providing quality service and was in specifications. Piedmont's invoicing was delivered within expectations of Management expectations, and was within Budget.
☐	1	
☐	2	
☐	3	
☒	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Contractor and staff demonstrated professionalism, and was available as needed.
☐	1	
☐	2	
☒	3	
☐	4	

Overall Performance Rating	3.60	Date	7/18/2022
Would you select/recommend this vendor again?	☒ Yes	☐ No	
Rating completed by:	Benjamin Wright		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

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