

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

| | | | |
|---------------------|---|-----------------------|---------------------|
| Report Period Start | Report Period End | Contract Period Start | Contract Period End |
| 4/1/2020 | 6/30/2020 | 10/18/2017 | 10/17/2020 |
| PO Number | | | PO Date |
| 520 17RFP107111K-EC | | | 11/14/2017 |
| Department | Real Estate and Asset Management | | |
| Bid Number | #17RFP107111K-EC | | |
| Service Commodity | Project Management Services | | |
| Contractor | Heery McAfee3, a joint venture | | |

| | |
|-------------------------|---|
| = Unsatisfactory | <i>Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.</i> |
| = Poor | <i>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.</i> |
| = Satisfactory | <i>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.</i> |
| = Good | <i>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.</i> |
| = Excellent | <i>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.</i> |

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

Comments:

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Excellent project management services firm. Quality and customer oriented. Have well developed systems and approaches but flexible to accommodate various project challenges.

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

Comments:

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Meets or exceeds delivery dates and nimble to project/owner changes.

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

Comments:

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2 Strong team communication skills. Timely notification of progress and potential problems. Meets project milestones and delivery dates. Excellent cost control project manager.
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Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

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Comments:
 Outstanding satisfaction. Experienced team, well defined project approach, strong project management skills, good communicators. Firm dedicated to project management services. Excellent provider.

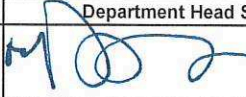
Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)

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Comments:
 Senior Program Manager best in class. +25 years of project management experience primarily with public sector facilities. Engineer by education. Well developed program management approach. Project team experienced in MEP, exterior, and other disciplines.

Overall Performance Rating:

| | |
|---|------------------------------------|
| Would you select/recommend this vendor again? Check box for Yes. Leave Blank for No <input checked="" type="radio"/> Yes <input type="radio"/> No | Rating completed by: Bill.Mason |
|---|------------------------------------|

| Department Head Name | Department Head Signature | Date |
|----------------------|--|-----------|
| JOSEPH W. DAVIS |  | 6/19/2020 |