

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
GOODS AND COMMODITIES SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
10/1/2020	12/31/2020	1/20/2021	12/31/2021
PO Number			PO Date
Department	INFORMATION TECHNOLOGY		
Bid Number	19ITBC05212019K-DB		
Service Commodity	Desktop Computers		
Contractor	CDW Government, LLC		

0 = 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>
1 = 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>
2 = 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>
3 = 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>
4 = 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>

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

Comments:

Quality of goods/ services has been excellent overall. The vendor is responsive. Orders are usually received within a timely manner. Reports/ Administration from the vendor account representatives is above average.

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

Comments:

Timeliness of performance has been good overall. If any changes were required, there were no issues with modifying orders/ services.

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

Comments:

Vendor communications has been excellent. There were no issues with coordinating or responsiveness.

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

☐ 0

☐ 1

☐ 2

☐ 3

☒ 4

Comments:

Quality expectations concerning budgets/ invoicing have exceeded expectations.

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

☐ 0

☐ 1

☐ 2

☐ 3

☒ 4

Comments:

Contractors key personnel (supervisory/ management) have not been needed for any pressing issues, but have been readily available to assist.

Overall Performance Rating: 3.8		
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:	Natasha.Rosser
Department Head Name	Department Head Signature	Date
Glenn Melendez	<div>Glenn Melendez</div> <div>Glenn Melendez (Jan 11, 2021 11:57 EST)</div>	1/11/2021