

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
07/01/2021	09/30/2021	1/1/2021	12/31/2021
PO Number			PO Date
Department	Information Technology		
Bid Number	SWC98000-MNS1-0000001102 GTA		
Service Commodity	Telecommunication Services		
Contractor	AT& T		

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)

0
 1
 2
 3
 4

Comments:

The vendor has provided technical excellence & administrative reports as required. Personnel qualifications have been met.

2. 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:

Timelines of services are satisfactory.

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

0
 1
 2
 3
 4

Comments:

The business relationship with the vendor is responsive and maintained through regular phone calls, email correspondence, conference calls & on- site meetings if needed.

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

0
 1
 2
 3
 4

Comments:

The vendor has met quality expectations and has been willing to address any AT&T issues.

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

- 0
- 1
- 2
- 3
- 4

Comments:

Contractors & key personnel has provided appropriate resources and knowledge for business requirements.

Overall Performance Rating: 3.6		
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No)	Rating completed by:	Natasha Rosser
<input checked="" type="radio"/> Yes <input type="radio"/> No		
Department Head Name	Department Head Signature	Date