



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
January 1, 2022	Currently	January 1, 2022	Currently

Purchaser Order Number	Purchase Order Date
22ENTER4722C-MH	04/07/2022

Department: Registration & Elections

Bid Number	Service Commodity
SWC#9999-SPD-ES1993761S-02	In-State Car Rental

Contractor: ENTERPRISE RENT A CAR

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)

<input type="radio"/> 0	Units are normally in good condition.
<input type="radio"/> 1	
<input type="radio"/> 2	
<input checked="" type="radio"/> 3	
<input type="radio"/> 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)

<input type="radio"/> 0	Comments
<input type="radio"/> 1	
<input type="radio"/> 2	
<input checked="" type="radio"/> 3	
<input type="radio"/> 4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Could be better.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
	0	We still have some concerns, around getting all the vehicles needed(currently still down one truck), also, all car rentals reserve one month in-advance are not available on pickup dates ,and also timely repairs trucks are taken for long time periods and no replacement.
	1	
<input checked="" type="radio"/>	2	
<input type="radio"/>	3	
<input type="radio"/>	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	Account manager is always readily available to provide and assist information where needed.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	3.00	Date	8/2/2022
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	John Ross		
Department Head Name:	Nadine Williams, Interim Director		
Department Head Signature			

After completing the form:
 Submit to Purchasing
 Print a copy for your records
 Save the form

Submit

Print

Save