



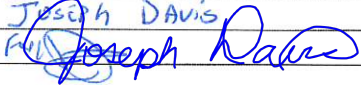
**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

OTHER 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	
N/A Renenue Generator		N/A Renenue Generator	
Department			
DREAM			
Bid Number		Service Commodity	
20ITB125973C-CG		Electronic Recycling	
Contractor			
Novus 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	Comments		
☐ 1	This vendor meets all requirements concerning technical specifications required for recycling Electronic waste.		
☐ 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	Comments		
☐ 1	The vendor makes all scheduled pickups per customers agreement.		
☐ 2			
☐ 3			
☒ 4			

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Comments
☐	1	The prompt response to all request made by this section for scheduling pickups is excellent.
☐	2	
☐	3	
☒	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)
☐	0	Comments
☐	1	The vendor meets all the expectations and specifications of the customer and provided proper documentation for maintaining of Electronic waste records for this section.
☐	2	
☐	3	
☒	4	
5. Closeout Action and Contractors Key Personnel		(Effective Management - Credential/Experience - Ability to Accomplish Mission)
☐	0	Comments
☐	1	This vendors personnel has extensive knowledge of the service they provide.
☐	2	
☐	3	
☒	4	

Overall Performance Rating	4.0	Date	7/19/2022
Would you select/recommend this vendor again?		☒ Yes	☐ No
Rating completed by:	CALVIN GAMBLE		
Department Head Name:	JOSEPH DAVIS		
Department Head Signature			

After you have completed filling out the form:

Submit the for to Purchasing

Print a copy of the form

Save the form

Submit

Print

Save