



DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
05/01/2022	08/12/2022	01/01/2022	12/31/2022

Purchaser Order Number	Purchase Order Date

Department
Sheriff's Office

Bid Number	Service Commodity
17RFP07012016-BR	Inmate Health Care Services

Contractor
NaphCare

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)
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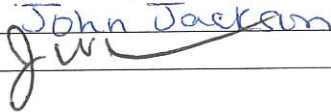
☐ 0	Comments
☐ 1	New Health Services Administrator is well-qualified for the position and has been an asset to our partnership. MAC meetings have been reorganized to focus more on relevant issues and process improvement. The medical intake process is being restructured to ensure compliance with ACA and NCCHC medical standards.
☒ 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)
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☐ 0	Comments
☐ 1	NaphCare has been responsive to our needs. They have been flexible while helping us to navigate the changes we are implementing to assist the inmate population (i.e., outsourcing, responding to infectious diseases, etc.).
☒ 2	
☐ 3	
☐ 4	

Approved
JW
08-17-2022

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Comments
☐	1	Communication has improved. Communication of issues and concerns is professional, timely, and accurate. Response to inquiries is prompt and medical leadership is accessible.
☒	2	
☐	3	
☐	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	Comments
☐	1	Multiple substitutions are still being made. Many positions remain unfilled. (Customer satisfaction score of 1)
☐	2	
☐	3	
☐	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Comments
☐	1	Key personnel appear to possess the credentials and experience appropriate for their positions. Supervision and management are generally effective. Medical leadership is accessible and available when needed.
☒	2	
☐	3	
☐	4	Overall Customer Satisfaction score= 2

Overall Performance Rating	0.00	Date	08/17/2022
Would you select/recommend this vendor again?		☒ Yes	☐ No
Rating completed by:	Tracey Elam, Health Program Manager		
Department Head Name:	John Jackson		
Department Head Signature	 08-22-2022		

After completing the form:
Submit to Purchasing
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