

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE			
CONTRACTORS PERFORMANCE REPORT PROFESSIONAL SERVICES			
Report Period Start	Report Period End	Contract Period Start	Contract Period End
PO Number			PO Date
Department			
Bid Number			
Service Commodity			
Contractor			

0 = Unsatisfactory

1 = Poor

2 = Satisfactory

3 = Good

4 = Excellent

Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.

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.

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.

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.

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.

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

0

1

2

3

4

Comments:

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:

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

0

1

2

3

4

Comments:

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

0

1

2

3

4

Comments:

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

- ☐ 0
- ☐ 1
- ☐ 2
- ☒ 3
- ☐ 4

Comments:

Overall Performance Rating: 15		
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No)	Rating completed by:	Dr. Joycelyn Fowler, Deputy Director
☒ Yes ☐ No		
Department Head Name	Department Head Signature	Date
David Manuel/Joycelyn Signing		12/16/2022