

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
3/23/2020	12/31/2020	1/1/2021	12/31/2021
PO Number			PO Date
340 20SC124963C-GS			4/13/2020
Department	Medical Examiner		
Bid Number	BOC#-COVID-19 20-0333		
Service Commodity	Forensic Services		
Contractor	Dr. Melissa Sims-Stanley		

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

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

0 1 2 3 4

Comments:

. 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:

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

0 Comments:

- 1
- 2
- 3
- 4

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

Comments: _____

- 0
- 1
- 2
- 3
- 4

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

Comments: _____

- 0
- 1
- 2
- 3
- 4

Overall Performance Rating: 4.0

Would you select/recommend this vendor again?
Check box for Yes. Leave Blank for No)

- Yes
- No

Rating completed by: *Kathleen Bentley*

Department Head Name: *Marian Green*

Department Head Signature: *[Signature]*

Date: 12/7/2020