

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)

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☒ 4

Comments:

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

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☒ 4

Comments:

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

Department Head Signature

Date

Marian Green



12/7/2020