



DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

| | | | |
|----------------------------------|-------------------|---|---------------------|
| Report Period Start | Report Period End | Contract Period Start | Contract Period End |
| 1/1/2021 | 6/30/2021 | 1/1/2021 | 12/31/2021 |
| Purchaser Order Number | | Purchase Order Date | |
| 072321-0953 | | 7/23/2021 | |
| Department | | | |
| Real Estate and Asset Management | | | |
| Bid Number | | Service Commodity | |
| 20ITB125615C-GS | | Standby Fencing Installation and Repair | |
| Contractor | | | |
| Allied Fence Co. | | | |

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) |
| <input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4 | Good quality of goods; always meets spec compliance and technicians are qualified; reports and administration are prompt with out any errors. |

| | |
|--|--|
| 2. Timeliness of Performance | (Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract) |
| <input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4 | Meets milestones and stay on schedule with stated timelines; Immediately responsive and efficient; responds to changes in direction with good communication. |

| | | |
|----------------------------------|---|--|
| 3. Business Relations | | (Responsiveness to Inquires – Prompt Problem Notifications) |
| <input type="radio"/> | 0 | Great business relations and requires minimal direction; promptly notifies me with problems and responds to inquiries in a timely manner; immediately responsive. |
| <input type="radio"/> | 1 | |
| <input type="radio"/> | 2 | |
| <input type="radio"/> | 3 | |
| <input checked="" type="radio"/> | 4 | |
| 4. Customer Satisfaction | | (Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions) |
| | 0 | User quality and customer satisfaction are always met; meets specification with no substitutions; always within budget; invoicing is prompt and never any errors. |
| | 1 | |
| <input type="radio"/> | 2 | |
| <input type="radio"/> | 3 | |
| <input checked="" type="radio"/> | 4 | |
| 5. Contractors Key Personnel | | (Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed) |
| <input type="radio"/> | 0 | Supervisors are experienced, efficient and available as needed; call back, emails and proposal request are prompt and always correct; personnel are experienced and have proper credentials to effectively complete the repair or installation in a timely manner. |
| <input type="radio"/> | 1 | |
| <input type="radio"/> | 2 | |
| <input type="radio"/> | 3 | |
| <input checked="" type="radio"/> | 4 | |

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|---|---|-----------------------------|-----------|
| Overall Performance Rating | 4.00 | Date | 7/14/2021 |
| Would you select/recommend this vendor again? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | |
| Rating completed by: | Mark Moore | | |
| Department Head Name: | Joseph N. Davis | | |
| Department Head Signature | <i>Joseph Davis</i> | | |

After completing the form:
 Submit to Purchasing
 Print a copy for your records
 Save the form

Submit

Print

Save