




DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
7-1-2020	6-30-2021	7-1-2020	6-30-2021
Purchaser Order Number		Purchase Order Date	
Department			
Juvenile Court			
Bid Number		Service Commodity	
19RFP080119A		Specific Evidence Based Delinquency Prevention Programming	
Contractor			
CHRIS180, Inc.			
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	The contractor provides requested documents, information and reports for assigned cases. They have adequately performed the duties by the treatment model fidelity requirements. The contractor maintains communication and attends meetings when requested.	
<input type="radio"/>	1		
<input type="radio"/>	2		
<input type="radio"/>	3		
<input checked="" type="radio"/>	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)			
<input type="radio"/>	0	All milestones have been met.	
<input type="radio"/>	1		
<input type="radio"/>	2		
<input type="radio"/>	3		
<input checked="" type="radio"/>	4		

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	The contractor responds to inquiries in a timely manner and follows up to ensure the information was received.
<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 – So Substitutions)
<input type="radio"/>	0	All required documents and delivery of services have been rendered according to treatment model requirements.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input type="radio"/>	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	Credentials are maintained by agency.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	1.60	Date	7--7-2021
Would you select/recommend this vendor again?		<input checked="" type="checkbox"/> Yes	No
Rating completed by:	Tomiko Williams		
Department Head Name:	Timothy Ezell		
Department Head Signature			

After you have completed filling out the form:
 Submit the for to Purchasing
 Print a copy of the form
 Save the form

Submit

Print

Save