

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
7/1/2021	9/30/2021	7/1/2021	12/31/2021
PO Number 186 20SC123336B-CJC			PO Date
			12/16/2020
Department	Diversity and Civil Rights Compliance (DCRC)		
Bid Number	I7RFP106385B-BR		
Service Commodity	Foreign Language Translation		
Contractor	TransPerfect Remote Interpreting, Inc. dba TransPerfect Connect		

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

1 = 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.*

2 = *Achieves contract requirements 90% of the*

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

Comments:

0

1

2

3

4

Vendor is extremely timely on translations projects. Vendor personnel go above and beyond to ensure approval/delivery requested.

2. Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

Comments:

0

1

2

3

4

Vendor maintains prompt language line response time.

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

- 0
- 1
- 2
- 3
- 4

Comments:

When translation portal is non-responsive, vendor personnel ensures quick response and quality customer service.

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

- 0
- 1
- 2
- 3
- 4

Comments:

Vendor provides timely invoicing and maintains contractual agreement when providing services.

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

- 0
- 1
- 2
- 3
- 4

Comments:

Vendor key personnel (Salome) goes the extra mile to ensure that we have everything we need to provide LEP services in a timely fashion. She checks in often to see if there are any additional services or resources needed. Also, Amanda follows-up to ensure that the vendor's services are sufficient.

Overall Performance Rating: <input style="width: 100px;" type="text" value="0.0"/>		
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No) <input checked="" type="radio"/> Yes <input type="radio"/> No	Rating completed by: Marsha G. McCracken <i>Marsha G. McCracken</i>	
Department Head Name	Department Head Signature	Date
Ms. Niger R. Thomas	<i>Niger R. Thomas</i>	<input style="width: 100px;" type="text" value="11/8/2021"/>