



**DEPARTMENT OF PURCHASING &  
CONTRACT COMPLIANCE**

**CONTRACTORS PERFORMANCE REPORT**

**PROFESSIONAL SERVICES**

|                        |                   |                       |                     |
|------------------------|-------------------|-----------------------|---------------------|
| Report Period Start    | Report Period End | Contract Period Start | Contract Period End |
| 1/1/2022               | 3/31/2022         | 1/1/2022              | 12/31/2022          |
| Purchaser Order Number |                   | Purchase Order Date   |                     |
|                        |                   |                       |                     |

Department

**SENIOR SERVICES**

|                  |                                            |
|------------------|--------------------------------------------|
| Bid Number       | Service Commodity                          |
| 18RFP115491A-CJC | ALTERNATIVE SENIOR TRANSPORTATION SERVICES |
| Contractor       |                                            |

**COMMON COURTESY**

**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 is in compliance with providing the service delivery model of coordinated transportation services with TNC (Transportation Network Companies) Uber/Lyft for eligible seniors. The contractor provides monthly reports, on time. All the staff are assessed and have the skills required to deliver the transportation services. The contractor maintains the |
| <input type="radio"/>            | 1 |                                                                                                                                                                                                                                                                                                                                                                             |
| <input type="radio"/>            | 2 |                                                                                                                                                                                                                                                                                                                                                                             |
| <input checked="" type="radio"/> | 3 |                                                                                                                                                                                                                                                                                                                                                                             |
| <input 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 | The contractor provides great response time per the agreement. The contractor follows the direction of the Department and meet the needs required. The contractor also assists with troubleshooting on improving the service delivery model. |
| <input type="radio"/>            | 1 |                                                                                                                                                                                                                                              |
| <input type="radio"/>            | 2 |                                                                                                                                                                                                                                              |
| <input checked="" type="radio"/> | 3 |                                                                                                                                                                                                                                              |
| <input type="radio"/>            | 4 |                                                                                                                                                                                                                                              |

|                                  |   |                                                                                                                                                                                                                                                                                       |
|----------------------------------|---|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3. Business Relations            |   | (Responsiveness to Inquires – Prompt Problem Notifications)                                                                                                                                                                                                                           |
| <input type="radio"/>            | 0 | The contractor will respond via telephone or email if there are issues or inquiries with the service delivery model. The contractor is very helpful to assist and find resolutions to any problems in service.                                                                        |
| <input type="radio"/>            | 1 |                                                                                                                                                                                                                                                                                       |
| <input type="radio"/>            | 2 |                                                                                                                                                                                                                                                                                       |
| <input checked="" type="radio"/> | 3 |                                                                                                                                                                                                                                                                                       |
| <input type="radio"/>            | 4 |                                                                                                                                                                                                                                                                                       |
|                                  |   |                                                                                                                                                                                                                                                                                       |
| 4. Customer Satisfaction         |   | (Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)                                                                                                                                                                             |
| <input type="radio"/>            | 0 | The contractor provides proper invoicing along with supportive documentation. The high demand of this service has caused the program to go outside the budget. The Department will be recommending cost cutting strategies after they are presented and approved by County Leadership |
| <input type="radio"/>            | 1 |                                                                                                                                                                                                                                                                                       |
| <input type="radio"/>            | 2 |                                                                                                                                                                                                                                                                                       |
| <input checked="" type="radio"/> | 3 |                                                                                                                                                                                                                                                                                       |
| <input type="radio"/>            | 4 |                                                                                                                                                                                                                                                                                       |
|                                  |   |                                                                                                                                                                                                                                                                                       |
| 5. Contractors Key Personnel     |   | (Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)                                                                                                                                                                                         |
| <input type="radio"/>            | 0 | The contractor's credentials align with the needed experience and appropriateness to deliver the services for Alternative Senior Transportation Services.                                                                                                                             |
| <input type="radio"/>            | 1 |                                                                                                                                                                                                                                                                                       |
| <input type="radio"/>            | 2 |                                                                                                                                                                                                                                                                                       |
| <input checked="" type="radio"/> | 3 |                                                                                                                                                                                                                                                                                       |
| <input type="radio"/>            | 4 |                                                                                                                                                                                                                                                                                       |

|                                               |                                                                |                                         |                             |
|-----------------------------------------------|----------------------------------------------------------------|-----------------------------------------|-----------------------------|
| Overall Performance Rating                    | 3.00                                                           | Date                                    | 4/22/2022                   |
| Would you select/recommend this vendor again? |                                                                | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| Rating completed by:                          | Andre M. Danzy, Program Manager, Department of Senior Services |                                         |                             |
| Department Head Name:                         | Ladisa Onyiliogwu, Director, Department of Senior Services     |                                         |                             |
| Department Head Signature                     | <i>Ladisa Onyiliogwu</i>                                       |                                         |                             |

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

Submit

Print

Save



**DEPARTMENT OF PURCHASING &  
CONTRACT COMPLIANCE**

**CONTRACTORS PERFORMANCE REPORT**

**PROFESSIONAL SERVICES**

|                              |                                                                                                                                                                                                                                                                                        |                                                                                                                                                            |                     |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Report Period Start          | Report Period End                                                                                                                                                                                                                                                                      | Contract Period Start                                                                                                                                      | Contract Period End |
| Purchaser Order Number       |                                                                                                                                                                                                                                                                                        | Purchase Order Date                                                                                                                                        |                     |
| Department                   |                                                                                                                                                                                                                                                                                        |                                                                                                                                                            |                     |
| Bid Number                   |                                                                                                                                                                                                                                                                                        | Service Commodity                                                                                                                                          |                     |
| Contractor                   |                                                                                                                                                                                                                                                                                        |                                                                                                                                                            |                     |
| <b>Performance Rating</b>    |                                                                                                                                                                                                                                                                                        |                                                                                                                                                            |                     |
| 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)                                                       |                     |
|                              | 0                                                                                                                                                                                                                                                                                      |                                                                                                                                                            |                     |
|                              | 1                                                                                                                                                                                                                                                                                      |                                                                                                                                                            |                     |
|                              | 2                                                                                                                                                                                                                                                                                      |                                                                                                                                                            |                     |
|                              | 3                                                                                                                                                                                                                                                                                      |                                                                                                                                                            |                     |
|                              | 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) |                     |
|                              | 0                                                                                                                                                                                                                                                                                      |                                                                                                                                                            |                     |
|                              | 1                                                                                                                                                                                                                                                                                      |                                                                                                                                                            |                     |
|                              | 2                                                                                                                                                                                                                                                                                      |                                                                                                                                                            |                     |
|                              | 3                                                                                                                                                                                                                                                                                      |                                                                                                                                                            |                     |
|                              | 4                                                                                                                                                                                                                                                                                      |                                                                                                                                                            |                     |

|                              |   |                                                                                                           |
|------------------------------|---|-----------------------------------------------------------------------------------------------------------|
| 3. Business Relations        |   | (Responsiveness to Inquires – Prompt Problem Notifications)                                               |
|                              | 0 |                                                                                                           |
|                              | 1 |                                                                                                           |
|                              | 2 |                                                                                                           |
|                              | 3 |                                                                                                           |
|                              | 4 |                                                                                                           |
|                              |   |                                                                                                           |
| 4. Customer Satisfaction     |   | (Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions) |
|                              | 0 |                                                                                                           |
|                              | 1 |                                                                                                           |
|                              | 2 |                                                                                                           |
|                              | 3 |                                                                                                           |
|                              | 4 |                                                                                                           |
|                              |   |                                                                                                           |
| 5. Contractors Key Personnel |   | (Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)             |
|                              | 0 |                                                                                                           |
|                              | 1 |                                                                                                           |
|                              | 2 |                                                                                                           |
|                              | 3 |                                                                                                           |
|                              | 4 |                                                                                                           |

|                                               |                          |      |  |
|-----------------------------------------------|--------------------------|------|--|
| Overall Performance Rating                    |                          | Date |  |
| Would you select/recommend this vendor again? |                          |      |  |
| Rating completed by:                          |                          |      |  |
| Department Head Name:                         |                          |      |  |
| Department Head Signature                     | <i>Ladisa Onyiliogwu</i> |      |  |

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