

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
6/1/2020	9/30/2020	1/1/2020	12/31/2020
PO Number			PO Date
PO 520 20SWC123857C-CT			2/13/2020
Department	REAL ESTATE AND ASSET MANAGEMENT		
Bid Number	SWC #9999-001-SPD0000112-0001		
Service Commodity	Fuel Card Management Services		
Contractor	WEX Bank		

= 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)

Comments:

Fuel Card Management Service is provided always excellent for the users of WEX card.

0
1
2
3
4

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

Comments:

They provided services timely manner for county fuel card management administration.

0
1
2
3
4

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

Comments:

0

- ☐ 1
- ☐ 2
- ☐ 3
- ☒ 4

We have good relationship to deal this services.

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

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☒ 4

Comments:

WEX card users always satisfied with the services.

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

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☒ 4

Comments:

Personnel involved this services are properly experiences and having professional knowledge.

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:

Sang.Kim

Department Head Name

Department Head Signature

Date

Joseph N. Davis



12/9/2020