



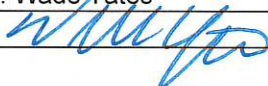
**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
04/01/2022	06/30/2022	01/01/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
DO-320-030722-325			
Department			
Allied Universal Services			
Bid Number		Service Commodity	
Contractor			
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)	
☐ 0	The Quality of service has improved. The Police Department is still having weekly meetings with Allied Security management to continuously improve Security service.		
☐ 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	Allied Services is doing well filling the Security positions, There is an issue with the State to issue Armed licenses to the Guards which is beyond Allied Security's control but Allied gives our Department bi-weekly updates on the Armed Guards receiving their licenses.		
☐ 1			
☐ 2			
☒ 3			
☐ 4			

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Supervision has built a good relationship with clients and continues to relay any problems promptly.
☐	1	
☐	2	
☐	3	
☒	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	The management has worked on improving the invoices.
☐	1	
☐	2	
☒	3	
☐	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Allied has a very effective management team.
☐	1	
☐	2	
☐	3	
☒	4	

Overall Performance Rating	3.60	Date	7/18/2022
Would you select/recommend this vendor again?	☒ Yes	☐ No	
Rating completed by:	Captain Kenneth Schierle		
Department Head Name:	Chief W. Wade Yates		
Department Head Signature			

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

Submit

Print

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