

## 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 **Performance Rating** Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of 0 = Unsatisfactory customer dissatisfaction. Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key 1 = Pooremployees marginally capable; customer somewhat satisfied. Archives contract requirements 80% of the time. Generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs 2 = Satisfactory adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction. Archives contract requirements 90% of the time. Usually responsive: effective and/or efficient; delays have not impact on programs/mission; key employees 3 = Goodare highly competent and seldom require guidance; customers are highly satisfied Archives contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and 4 = Excellent require minimal directions; customers expectations are exceeded. (Specification Compliance - Technical Excellence -1. Quality of Goods/Services Reports/Administration – Personnel Qualification 0 1 2 3 4 (Were Milestones Met Per Contract – Response Time (per 2. Timeliness of Performance 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					
i o contractors sev personnen			(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)			
	0					
	1					
	2					
	3					
	4					
	•					

Overall Performance Ratin	g	Date				
Would you select/recommend this vendor again?						
Rating completed by:						
Department Head Name:						
Department Head Signatu	re					

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