

| DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE | | | |
|---|----------------------------------|-----------------------|---------------------|
| CONTRACTORS PERFORMANCE REPORT PROFESSIONAL SERVICES | | | |
| Report Period Start | Report Period End | Contract Period Start | Contract Period End |
| 07/01/2022 | 09/30/2022 | 1/1/2023 | 12/31/2023 |
| PO Number | | PO Date | |
| Department | Information Technology | | |
| Bid Number | | | |
| Service Commodity | County Wide Audio Visual Systems | | |
| Contractor | Audiovisual Innovations, Inc. | | |

| | |
|---------------------------|---|
| 0 = Unsatisfactory | <i>Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.</i> |
| 1 = Poor | <i>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.</i> |
| 2 = Satisfactory | <i>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.</i> |
| 3 = Good | <i>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.</i> |
| 4 = Excellent | <i>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.</i> |

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

Comments:

0
 1
 2
 3
 4

Qualities of Goods/Services have been very good.

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

Timeliness of Performance and response time from the vendor have been good.

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

Comments:

0
 1
 2
 3
 4

Business' responsiveness to inquiries have been very good.

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

Comments:

0
 1
 2
 3
 4

Customer Satisfaction needs and quality expectations have been good.

- 0
- 1
- 2
- 3
- 4

Comments:

Contractors Key Personnel are experienced and effective management are available when needed.

| | | |
|--|---|----------------------|
| Overall Performance Rating: 3.4 | | |
| Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No) | | Rating completed by: |
| <input checked="" type="radio"/> Yes <input type="radio"/> No | | Chris Scott |
| Department Head Name | Department Head Signature | Date |
| Lateef Ashekun | DocuSigned by: <i>Lateef Ashekun</i> | 10/11/2022 |
| E627B1C614DA42B... | | |