

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
07/01/2021	09/30/2021	01/01/2021	12/21/2021
PO Number			PO Date
220 20YJ127640B-2			03/23/2021
Department	Information Technology		
Bid Number	20YJ127640B		
Service Commodity	W2,1099, ACA Filing, Processing, Printing, & Mailing Services		
Contractor	National Payment Corporation		

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

National Payment service is overall satisfactory. They are responsive and competent. The technical resources are knowledgeable.

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

Timelines met as agreed.

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

Comments:

0
 1
 2
 3
 4

Very responsive. Availability for inquiries and meeting is satisfactory.

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

Comments:

0
 1
 2
 3
 4

Met expectations and was within budget.

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

- 0
- 1
- 2
- 3
- 4

Comments:

Availability is overall satisfactory.

Overall Performance Rating: 3.2		
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		Pamela Johnson
Department Head Name	Department Head Signature	Date
Glenn Melendez	<i>Glenn Melendez</i>	Nov 23, 2021

Signature: *Pamela J. Johnson*

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