



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

OTHER SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
3/8/2022	7/31/2022	3/8/2022	7/31/2022
Purchaser Order Number		Purchase Order Date	
22MORE133842C-MH		03/08/2022	
Department			
Registration & Elections			
Bid Number		Service Commodity	
99999-SPD-SPD0000108-0001		Printing Services	
Contractor			

Moore Partners, Inc. dba More Business Solutions

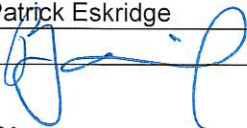
Performance Rating

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 ☐ 1 ☐ 2 ☒ 3 ☐ 4	Comments: Contractor provides high level service and quality work	

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 ☐ 1 ☒ 2 ☐ 3 ☐ 4	Comments: Contractor delivers the majority of jobs timely	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Comments: The relationship is good, the Contractor is adaptable to the department's needs
☐	1	
☐	2	
☒	3	
☐	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	Comments: Contractor provides great customer service
☐	1	
☐	2	
☒	3	
☐	4	
5. Closeout Action and Contractors Key Personnel		(Effective Management - Credential/Experience - Ability to Accomplish Mission)
☐	0	Comments:
☐	1	
☒	2	
☐	3	
☐	4	

Overall Performance Rating	2.60	Date	09/12/2022
Would you select/recommend this vendor again?		☒ Yes	☐ No
Rating completed by:	Deputy Director		
Department Head Name:	Patrick Eskridge		
Department Head Signature			

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

Submit

Print

Save