



**DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE**

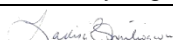
**CONTRACTORS PERFORMANCE REPORT**

**PROFESSIONAL SERVICES**

Report Period Start	Report Period End	Contract Period Start	Contract Period End
07/01/22	09/30/22	01/03/22	12/31/22
Purchaser Order Number		Purchase Order Date	
Waiting on Executed Contract		Waiting on Executed Contract	
Department			
Senior Services			
Bid Number		Service Commodity	
#SWC99999-SPD0000136-0003		Temporary Staffing Agency	
Contractor			
Happy Faces			
<b>Performance Rating</b>			
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 staffing received by the department are professional and do a good job.	
	1		
	2		
x	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	Filling positions requested by the user department that are not considered to be Administrative Support is a challenge such as: Lifeguards, Land & Water Instructors, Art Instructors and Computer Instructors and can sometimes take a significant amount of time to recruit and fill. The contractor has informed the Department of their recruitment challenges and continue to diligently work to accommodate recruitment requests. As a	
	1		
x	2		
	3		
	4		

		result of Happy Faces recruitment challenges, Multipurpose facility Managers and team members have implemented a plan to increase awareness among participants and community partners. 95% of current Happy Faces positions were filled because of this strategy. There is still a benefit to use a temp agency because of their capacity and speed of filling positions.
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3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
	0	Happy Faces is responsive to the department's inquiries and works diligently to resolve any issues as soon as possible.
	1	
	2	
	3	
x	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)
	0	Happy Faces meets the department's quality expectations for providing temporary staffing services where needed.
	1	
	2	
x	3	
	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
	0	The Happy Faces Personnel have the skills needed to provide this services and remain available to resolve any challenges presented to them.
	1	
	2	
x	3	
	4	

Overall Performance Rating	3.00	Date	09/30/22	0
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/>	Yes	<input type="checkbox"/>	No
Rating completed by:	Andre L. Gregory (ALG)			
Department Head Name:	Ladisa Onyiliogwu			
Department Head Signature				

After you have completed filling out the form:  
 Submit the for to Purchasing  
 Print a copy of the form  
 Save the form

Submit

Print

Save