

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
04/01/2021	07/31/2021	10/01/2020	09/30/2021
PO Number			PO Date
20PRESIDIO813B-EC			11/18/2020
Department	Information Technology		
Bid Number	SWC 99999-SPD-T20120501-0006		
Service Commodity	CISCO NETWORKING EQUIPMENT AND IT INFRASTRUCTURE PRODUCTS		
Contractor	PRESIDIO NETWORKED SOLUTIONS		

0 = Unsatisfactory

Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.

1 = Poor

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.

2 = Satisfactory

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.

3 = Good

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.

4 = Excellent

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.

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

Comments:

☐ 0

☐ 1

☐ 2

☒ 3

☐ 4

Good technical excellence.

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

Good performance responsiveness.

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

Comments:

☐ 0

☐ 1

☐ 2

☒ 3

☐ 4

Good business relations and prompt problem notifications

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

Comments:

☐ 0

☐ 1

☐ 2

☒ 3

☐ 4

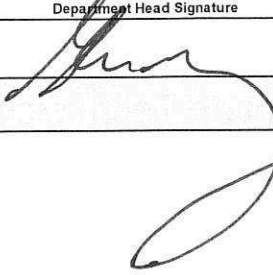
Good quality expectations.

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

- ☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

Good experience with management.

Overall Performance Rating: 3.0- GOOD		
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No)		Rating completed by:
<input type="radio"/> Yes <input type="radio"/> No		Ed Johnson
Department Head Name	Department Head Signature	Date
Glenn Melendez		7/21/21