

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

employees marginally capable; customer somewhat satisfied. Archives contract requirements 80% of the time. Generally responsive, effect and/or efficient; delays are excusable and/or results in minor programs adjustments; employees are capable and satisfactorily providing service with intervention; customers indicate satisfaction. 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. 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 Goods and services are of high quality. Reports and invoice sent in timely manner. Som inspection reports slow to generate and could not be found on portal. Invoice arrived between the report in some cases. (Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)						
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Purchaser Order Number 012422-0071 Department Real Estate and Asset Management Bid Number 19ITB118742C-BKJ Fire and Intrusion Alarm Testing and Maintenance Contractor VSC Fire & Security, Inc. Performance Rating Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction. Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; employees marginally capable; customer somewhat satisfied. 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 with intervention; customers indicate satisfaction. 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 competent and seldom require guidance; customers are highly satisfied 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. Could be described by the definition of the described by the definition of the def						
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highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers expectations are exceeded. 1. Quality of Goods/Services Goods and services are of high quality. Reports and invoice sent in timely manner. Som inspection reports slow to generate and could not be found on portal. Invoice arrived being a greement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract) Quality of Goods/Services (Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification (Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification (Specification Completion Personnel Qualification (Specification Completion Personnel Qualification (Specification Completion Personnel Qualification (Specification Completion Personnel Qualification (Specification Personnel Qualification Personnel Qualification (Specification Personnel Qualification Personnel Qualificat	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				
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Goods and services are of high quality. Reports and invoice sent in timely manner. Some inspection reports slow to generate and could not be found on portal. Invoice arrived being report in some cases. (Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract) Responsive to change.	1. Quality of Goods/S	Services				
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2. Timeliness of Performance (Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/Change – On Time Completion Per Contract) O 0 1	O 2 inspection	reports slow to g				
2. Timeliness of Performance agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract) O 0 1	0 4					
C 1 Responsive to change. C 2 3	Bessell U.S. Deep (2008) As the credit section of the Committee of the Com	ormance	agreement,	if applicable) - Responsiv	eness to Directions/	
⊙ 4	O 1 O 2 O 3	e to change.				

	1/2				
3. Business Relations	(Responsiveness to Inquires – Prompt Problem Notifications)				
	all inquiries. Notification to problems prompt and well documented.				
0 1					
O 2					
O 3					
O 4					
	et User Quality Expectations – Met Specification – Within Budget – per Invoicing – No Substitutions)				
	s and submitted invoice on time.				
1	s and submitted invoice on time.				
O 2					
O 3					
⊙ 4					
	(Credentials/Experience Appropriate – Effective				
5. Contractors Key Personnel	Supervision/Management – Available as Needed)				
0 0					
O 1 Experienced and cr	redentials current with technicians. Management is very effective.				
O 2					
O 3					
O 4					
0 +					
Overall Performance Rating	3.80 Date 7/30/2022				
Would you select/recommend	d this vendor again?				
Rating completed by: Vija	ay Nair				
Department Head Name:	Joseph N. Davis				
Department Head Signature	Jeseph Davis				
After completing the for	·m:				
Submit to Purchasing					
Print a copy for your red	oords				
	.urus				
Save the form					

Print

Save

Submit



DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

	Pl	ROFESSION	NAL SERVICES			
		eriod End 30/2022	Contract Period Start 1/1/2022	Contract Period End 12/31/2022		
	nber 2422-0071		Purchase Order Date 01/24/2022			
Department		lool Catata and	A coat Managament			
Bid Number	Р		I Estate and Asset Management ervice Commodity			
19ITB1187420 Contractor	C-BKJ	Fire a	Fire and Intrusion Alarm Testing and Maintenance			
Contractor		ENTEC S	ystems, Inc.			
			nce Rating			
0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive,					
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					
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.						
Quality of Goods/S	ervices		on Compliance – Technical ministration – Personnel Qu			
	compliance. ctions reports	Technically sou	nd and personnel highly qua			
2. Timeliness of Performance (Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/Change – On Time Completion Per Contract)						
O 0 1 Very respo 0 3 0 4	nsive to direc	tions.				

3. Busine	ss Relations	(Responsivenes	s to Inquires – Prom	pt Problem Notifications)
0 0	Very responsive to	inquiries. Notifies me	promptly if there is a	ı problem.
0 1	_	•		
O 2	_			
O 3 O 4	_			
W 4				
4. Custon		et User Quality Expect per Invoicing – No Sub		cation – Within Budget –
0 1	Met expectations.	Invoicing proper but s	low.	
O 2				
O 3				
O 4				
		10 1 11 17		
5. Contra	ctors Key Personnel		ence Appropriate – E	
0 0			ement – Available as	s Needed)
0 1	Experienced crede	ntials . Effective Mana	gement.	
O 2	-			
O 3	-			
O 4				
Overall P	erformance Rating	3.60	Date	8/2/2022
		d this vendor again?	Yes	No
Rating co	mpleted by: Vij	ay Nair		
Departm	ent Head Name:	Joseph N. Davis		
Departme	ent Head Signature	Joesph Davis		
After co	mplating the fee	rna i		
	mpleting the for	ш.		
	to Purchasing			
	opy for your red	cords		
Save the	e form			
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