



DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

Report Period Start	Report Period End	Contract Period Start	Contract Period End
10/1/2021	12/31/2021	1/1/2021	12/31/2021

Purchaser Order Number	Purchase Order Date

Department – Senior Services

Bid Number 118RFP11228A-FB	Service Commodity – Aging Services

Contractor – Visiting Nurses Health Systems

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
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	0	The contractor is compliant with providing the service delivery model of Aging Services which includes Case Management. The contractor provides monthly reports and weekly reports on time. All the staff have the skills to provide the services in the contract.
	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	The contractor provides a good response to inquiries and to questions about provisions of service within the contract. The contractor has agreed to initiate an action plan if there are changes needed.	
	1		
	2		
X	3		
	4		
3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)	
	0	The contractor will respond via telephone or email if there are issues or inquiries with the service delivery model. The contractor is very helpful to assist and find solutions to any problems in service.	
	1		
	2		
X	3		
	4		
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)	
	0	The contractor provides proper invoicing with supportive documentation and stays within the budgeted allocation.	
	1		
	2		
X	3		
	4		
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)	
	0	The contractor's credentials align with the needed experience and appropriateness to deliver the services for Aging Services, specifically for Case Management. Case Management services only are provided by this contractor.	
	1		
	2		
X	3		
	4		
Overall Performance Rating		3.0	Date 2/28/2022
Would you select/recommend this vendor again?		Yes	
Rating completed by:		Andre M. Danzy, Program Manager	
Department Head Name:		Ladisa Onyiliogwu, Director	
Department Head Signature			