

## DEPARTMENT OF PURCHASING &amp; CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT  
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
10/1/2020	12/29/2020	1/1/2018	12/31/2020
PO Number			PO Date
FP121917A-CC-RN1			4/7/2020
Department	Superior Court		
Bid Number	17RFP121917A-CJC		
Service Commodity	Professional Services		
Contractor	Atlanta Legal Aid Society, Inc.		

**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)

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☒ 4

**Comments:**

Delivers quality service and documentation.

## 2. Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☒ 4

**Comments:**

Complete assignment on time per contract.  
Responsive to queries and change of course.

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

- ☐ 0

**Comments:**

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2

3

4

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

0

1

2

3

4

**Comments:**  
Works within budget and properly invoices.

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

0

1

2

3

4

**Comments:**  
Key personnel have the required skills to deliver products/services as needed.

Overall Performance Rating: 4.0		
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No) <div><div></div> Yes <div></div> No</div>	Rating completed by: Robin Coggswell	Deputy Court Administrator <div>DocuSigned by: <i>Robin Coggswell</i> 95F526D31D424EE</div> 12/29/2020
Department Head Name	Department Head Signature	Date
David Summerlin Court Administrator	<div>DocuSigned by: <i>David Summerlin</i> D83BCAA0AB034AA...</div>	12/29/2020