

DEPARTMENT OF PURCHASING & 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			
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:

2
 3
 4

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

Comments:

0 Works within budget and properly invoices.
 1
 2
 3
 4

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

Comments:

0 Key personnel have the required skills to deliver products/services as needed.
 1
 2
 3
 4

Overall Performance Rating:

4.0

Would you select/recommend this vendor again?
 (Check box for Yes. Leave Blank for No)

Yes No

Rating completed by:

Robin
 Coggswell

Deputy Court Administrator

DocuSigned by:



12/29/2020

95E526D21D424EE

Department Head Name

David Summerlin
 Court Administrator

Department Head Signature



Date

12/29/2020

--	--