

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2019	6/30/2019	1/1/2019	12/31/2019
PO Number			PO Date
Department	Real Estate and Asset Management		
Bid Number	17RFP107745K-EC		
Service Commodity	Standby Professional A & E Services		
Contractor	Sizemore Group, LLC		

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

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

☐ 0

☐ 1

☐ 2

☐ 3

☒ 4

Comments:

Achieves contract requirements 100% of the time. Sizemore Group provide excellent services and their personnel are very responsive to every project. Their staff are very knowledgeable, qualified and technically sound.

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:

Achieves contract requirements 100% of the time. Sizemore Group have met and exceeded every project requirement, time lines and milestones. Their staff are very adaptable and flexible to changes.

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

☐ 0

☐ 1

Comments:

☐ 2
☐ 3
☒ 4

Achieves contract requirements 100% of the time. Sizemore Group business relationship and communication with customers are excellent. Their staff are very responsive to customers' needs and expectations.

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

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:
Achieves contract requirements 100% of the time. Sizemore Group have been exceptional when meeting customer's satisfactions and expectations. Customers are very pleased with their design plans, specifications and attention to details.

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

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4


Comments:
Achieves contract requirements 100% of the time. Sizemore Group key personnel are very highly efficient, effective and professional at all times with the customer. Sizemore is always available and exceeds customers' expectation.

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: freddie.robinson

Department Head Name	Department Head Signature	Date
Joseph N. Davis		7/31/2018