



DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2022	3/31/2022	1/1/2021	12/31/2022
Purchaser Order Number		Purchase Order Date	

Department Senior Services

Bid Number 16RFP02082016A-CJC Service Commodity Senior Transportation Services

Contractor Transdev

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)
	0	The contractor has provided reports on time and compliant with providing transportation services according to the service delivery model. The organization has qualified staff and adheres to the contract terms.
	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 great responses to change orders or special request from the Department. Contractor is flexible and accommodates all requests without hesitation. The contractor has provided services compliant to the contract.
	1	
	2	
X	3	
	4	
3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
	0	The contractor responds to all inquiries and questions in a sufficient manner. The contractor is very prompt to answer calls, emails and any special requests. The contractor maintains daily communication with the Department.
	1	
	2	
X	3	
	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)
	0	The contractor meets all quality expectations and stays within budget and provides proper invoicing as required.
	1	
	2	
X	3	
	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
	0	The contractor employs staff and has management that has been providing this service for the past 4 years without issues.
	1	
	2	
X	3	
	4	
Overall Performance Rating	3.0	Date 4/2/2022
Would you select/recommend this vendor again?	yes	
Rating completed by:	Andre M. Danzy	
Department Head Name:	Ladiša Onyiliogwu	
Department Head Signature		