

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT  
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
4/1/2021	6/30/2021	1/1/2021	12/31/2021
PO Number			PO Date
Department	Senior Services		
Bid Number	18RFP115491A-CJC		
Service Commodity	Alternative Senior Transportation Services		
Contractor	Common Courtesy		

= 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)

Comments:

0  
 1  
 2  
 3  
 4

The contractor provides reports on time and has kept up with the increase of ridership and services. The contractor employs qualified staff and keeps the service delivery model of cost share transportation going.

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

Comments:

0  
 1  
 2  
 3  
 4

The contractor provides responses to inquiries in a timely manner. Contractor submits invoices and reports on time. The contractor meets as requested and weekly.

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

Comments:

0

- 1
- 2
- 3
- 4

Contractor responds to all department inquiries, questions, and requests in a timely manner. The contractor is very quick to discuss any issues.

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

- 0
- 1
- 2
- 3
- 4

**Comments:**  
The contractor provides proper invoicing. There was one incident on an invoice, but the matter was worked out. T Contractor needed to be more detail in a special invoice.

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

- 0
- 1
- 2
- 3
- 4

**Comments:**  
The contractor has been providing this service since the pilot program in 2017. The supervision and management is very effective.

Overall Performance Rating: 3.0

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

Yes  No

Rating completed by:

*Andre' M. DANZG*

Department Head Name	Department Head Signature	Date
Ladisa Onyiliogwu	<i>Ladisa Onyiliogwu</i>	8/1/2021