



DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

OTHER SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2024	6/21/2024	1/1/2024	12/31/2024

Purchaser Order Number	Purchase Order Date
24SOSREQ1302599C-MH	2/26/2024

Department

Registration & Elections

Bid Number	Service Commodity
Contract #: 47800-SOS0000037	Master Solution Purchase and Services Agreement

Contractor

DOMINION VOTING SYSTEMS, INCORP.

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.

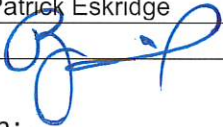
1. Quality of Goods/Services	(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification)
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☐ 0	Comments
☐ 1	
☐ 2	
☒ 3	
☐ 4	

2. Timeliness of Performance	(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)
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☐ 0	Comments
☐ 1	
☐ 2	
☒ 3	
☐ 4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Vendor is very responsive
☐	1	
☐	2	
☒	3	
☐	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
	0	Comments
	1	
☐	2	
☒	3	
☐	4	
5. Closeout Action and Contractors Key Personnel		(Effective Management - Credential/Experience - Ability to Accomplish Mission)
☐	0	Comments
☐	1	
☐	2	
☒	3	
☐	4	

Overall Performance Rating	3.00	Date	06/24/2024
Would you select/recommend this vendor again?	☒ Yes	☐ No	
Rating completed by:	Patrick Eskridge		
Department Head Name:	Patrick Eskridge		
Department Head Signature			

After completing the form:
 Submit to Purchasing
 Print a copy for your records
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**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

OTHER SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2024	6/21/2024	1/1/2024	12/31/2024
Purchaser Order Number		Purchase Order Date	
24SWCREQ1293457C-MH		2/26/2024	

Department

Registration & Elections

Bid Number	Service Commodity
Contract #: 47800-SOS0000037	Master Solution Purchase and Services Agreement

Contractor

KNOW INK LLC

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	Comments
☐ 1	
☐ 2	
☒ 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	Comments
☐ 1	
☐ 2	
☒ 3	
☐ 4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Vendor is extremely responsive to needs and support requests
☐	1	
☐	2	
☐	3	
☒	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
	0	Comments
	1	
☐	2	
☒	3	
☐	4	
5. Closeout Action and Contractors Key Personnel		(Effective Management - Credential/Experience - Ability to Accomplish Mission)
☐	0	Comments
☐	1	
☐	2	
☒	3	
☐	4	

Overall Performance Rating	3.20	Date	06/24/2024
Would you select/recommend this vendor again?	☒ Yes	☐ No	
Rating completed by:	Patrick Eskridge		
Department Head Name:	Patrick Eskridge		
Department Head Signature			

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