

CONTRACTOR'S PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2021	6/30/2021	1/1/2021	12/31/2021
PO Number		PO Date	
Department	Finance		
Bid Number	19.RFP060519C.MH		
Service Commodity	Employee Benefits Health Plan (Dental HMO, Dental PPO & Medicare Advantage I		
Contractor	Aetna		

0 = Unsatisfactory	<i>Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.</i>
1 = Poor	<i>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.</i>
2 = Satisfactory	<i>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.</i>
3 = Good	<i>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.</i>
4 = Excellent	<i>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.</i>

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

Comments:

0
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Vendor provides a quality and affordable Dental (HMO & PPO) and Medicare Advantage (Basic & Enhanced) plans. The plan designs are administered in accordance with was approved by the Board of Commissioners.

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

Comments:

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The vendor achieves the contract requirements in a timely manner and vendor performance meets our expectation.

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

Comments:

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The vendor is responsive to inquiries and does a good job keeping us abreast.

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

Comments:

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The vendor has met the County's expectation.

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

Comments:

0
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We are pleased with the performance of our Administrative team. They are always professional and responsive.

Overall Performance Rating: <input type="text" value="3.4"/>		
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No) <input checked="" type="radio"/> Yes <input type="radio"/> No	Rating completed by:	<input type="text" value="melissa.barnett"/>
Department Head Name	Department Head Signature	Date
	<i>Ray Turner</i>	<input type="text" value="8/23/2021"/>
Ray Turner for Hakeem Oshikoya		