



**DEPARTMENT OF PURCHASING &  
CONTRACT COMPLIANCE**

**CONTRACTORS PERFORMANCE REPORT**

**PROFESSIONAL SERVICES**

Report Period Start	Report Period End	Contract Period Start	Contract Period End
January 1, 2022	Currently	January 1, 2022	Currently

Purchaser Order Number	Purchase Order Date
22ENTER4722C-MH	04/07/2022

Department: Registration & Elections

Bid Number	Service Commodity
SWC#9999-SPD-ES1993761S-02	In-State Car Rental

Contractor: ENTERPRISE RENT A CAR

**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)

<input type="radio"/> 0	Units are normally in good condition.
<input type="radio"/> 1	
<input type="radio"/> 2	
<input checked="" type="radio"/> 3	
<input type="radio"/> 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)

<input type="radio"/> 0	Comments
<input type="radio"/> 1	
<input type="radio"/> 2	
<input checked="" type="radio"/> 3	
<input type="radio"/> 4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Could be better.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
	0	We still have some concerns, around getting all the vehicles needed(currently still down one truck), also, all car rentals reserve one month in-advance are not available on pickup dates ,and also timely repairs trucks are taken for long time periods and no replacement.
	1	
<input checked="" type="radio"/>	2	
<input type="radio"/>	3	
<input type="radio"/>	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	Account manager is always readily available to provide and assist information where needed.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	3.00	Date	8/2/2022
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	John Ross		
Department Head Name:	Nadine Williams, Interim Director		
Department Head Signature			

After completing the form:  
 Submit to Purchasing  
 Print a copy for your records  
 Save the form

Submit

Print

Save