

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT  
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
07/01/2021	09/30/2021	1/1/2021	12/31/2021
PO Number		PO Date	
Department	Information Technology		
Bid Number	21ITB0101B-EC (A)		
Service Commodity	Countywide Audio-Visual Services and Systems		
Contractor	Audiovisual Innovations		

<b>0 = Unsatisfactory</b>	<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>
<b>1 = Poor</b>	<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>
<b>2 = Satisfactory</b>	<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>
<b>3 = Good</b>	<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>
<b>4 = Excellent</b>	<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  
 1  
 2  
 3  
 4

Quality of goods/ services have been delivered above average.

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:**

0  
 1  
 2  
 3  
 4

Timeliness of performance and response time from the vendor has been very good.

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

**Comments:**

0  
 1  
 2  
 3  
 4

Business responsiveness to inquiries have been good.

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

**Comments:**

0  
 1  
 2  
 3  
 4

Customer satisfaction needs and quality expectations have been very good.

- 0
- 1
- 2
- 3
- 4

Comments:

Contractors key personnel are experienced and effective management are available when needed.

Overall Performance Rating: 3.60

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

Yes  No

Rating completed by:

Natasha Rosser

Department Head Name

Department Head Signature

Date

*[Handwritten Signature]*

10/8/21



*[Large handwritten flourish or mark]*