

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE			
CONTRACTORS PERFORMANCE REPORT PROFESSIONAL SERVICES			
Report Period Start	Report Period End	Contract Period Start	Contract Period End
7/1/2020	9/30/2020	1/1/2020	12/31/2020
PO Number			PO Date
18SC108183CM-GS			2/5/2018
Department	<div>Senior Services</div>		
Bid Number	17ITB108183C-GS		
Service Commodity	Swimming Pool Maintenance		
Contractor	United Pool Maintenance LLC		
<p>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></p> <p>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></p> <p>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></p> <p>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></p> <p>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></p>			

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

- ☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

Reports are good and detailed.

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

- ☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

Response time is good. We have not experienced any timeliness problems.

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

- ☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

Contractor is prompted and proactive regarding problems with pool.

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

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

Overall the contractor has met our quality of expectations.

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

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

They are very qualified to do the work required for this contract.

Overall Performance Rating: 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: Andre L. Gregory
Department Head Name	Department Head Signature	Date
Ladisa Onyiliogwu	Ladisa Onyiliogwu	5/10/2021