

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2021	3/31/2021	1/1/2021	6/30/2021
PO Number			PO Date
186 20SC123336B-CJC			12/16/2020
Department	DCRC		
Bid Number	17RFP106385B-BR		
Service Commodity	Foreign Language Translation		
Contractor	TransPerfect Remote Interpreting, Inc. dba Transperfect Connect		

0 = Unsatisfactory

Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.

1 = Poor

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.

2 = Satisfactory

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.

3 = Good

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.

4 = Excellent

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.

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

☐ 0

☐ 1

☐ 2

☐ 3

☒ 4

Comments:

Vendor is extremely timely on urgent and non-urgent translation projects. Key vendor personnel goes above and beyond to ensure approval and delivery of requested projects. .

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:

Vendor maintains prompt language line response time.

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

☐ 0

☐ 1

☐ 2

Comments:

When translation portal is nonresponsive key personnel ensure quick response and quality customer services.

- ☐ 3
- ☒ 4

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

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☒ 4

Comments:
Vendor provides timely invoicing and maintains contractual agreement when providing services.

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

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☒ 4

Comments:
Vendor Key Personnel Salome goes the extra mile to ensure that we have everything we need to provide LEP services our customers in a timely fashion. Often checks in to see if there are any additional services or resources needed. Also Amanda follow-ups to ensure that the vendor's services are sufficient to our needs.

Overall Performance Rating: 4.0		
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No)	Rating completed by:	Trina Alston
<input checked="" type="radio"/> Yes <input type="radio"/> No		

Department Head Name	Department Head Signature	Date
Niger R. Thomas	<i>Niger R Thomas</i>	4/15/2021