

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2020 <input type="button" value="..."/>	6/1/2020 <input type="button" value="..."/>	1/1/2020 <input type="button" value="..."/>	12/31/2020 <input type="button" value="..."/>
PO Number	PO Date		
<input type="text"/>			
Department	FINANCE <input type="button" value="..."/>		
Bid Number	19RFP10172019C-BKJ		
Service Commodity	PROFESSIONAL SERVICES		
Contractor	Segal		

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)

<input type="radio"/> 0	Comments:
<input type="radio"/> 1	In the 1st six month of this contract term, contractor has assigned qualified personnel to work with staff in full compliance of specifications. Contractor was available to answer questions and provide information on status of work. Contractor provided summarized information as requested and was available to meet with staff as requested.
<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 Direction/Change - On Time Completion Per Contract)

<input type="radio"/> 0	Comments:
<input type="radio"/> 1	Contractor response time met deadlines.
<input type="radio"/> 2	
<input checked="" type="radio"/> 3	
<input type="radio"/> 4	

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

<input type="radio"/> 0	Comments:
<input type="radio"/> 1	Always kept in touch with staff as well as other benefit vendors to provide good benefit consultant services.
<input type="radio"/> 2	
<input type="radio"/> 3	
<input checked="" type="radio"/> 4	

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

<input type="radio"/> 0	Comments:
<input type="radio"/> 1	Met user satisfaction in most cases. Timely invoicing, within budget with all supporting documents, timely receipt of deliverables and attended meetings.
<input type="radio"/> 2	
<input type="radio"/> 3	
<input checked="" type="radio"/> 4	

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

<input type="radio"/> 0	Comments:
<input type="radio"/> 1	Contractor has personnel available who are urgent requests.
<input type="radio"/> 2	
<input checked="" type="radio"/> 3	
<input type="radio"/> 4	

Overall Performance Rating:	3.4	
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No)	Rating completed by:	melissa.barnett
<input checked="" type="radio"/> Yes <input type="radio"/> No		
Department Head Name	Department Head Signature	Date
Ray Turner for Hakeem Oshikoya		10/21/2020