

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE			
CONTRACTORS PERFORMANCE REPORT PROFESSIONAL SERVICES			
Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2020	6/1/2020	1/1/2020	12/31/2020
PO Number			PO Date
Department	FINANCE		
Bid Number	19RFP10172019C-BKJ		
Service Commodity	PROFESSIONAL SERVICES		
Contractor	Segal		

**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:**

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.

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:**

Contractor response time met deadlines.

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

☐ 0  
☐ 1  
☐ 2  
☐ 3  
☒ 4

**Comments:**

Always kept in touch with staff as well as other benefit vendors to provide good benefit consultant services.

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

☐ 0  
☐ 1  
☐ 2  
☐ 3  
☒ 4

**Comments:**

Met user satisfaction in most cases. Timely invoicing, within budget with all supporting documents, timely receipt of deliverables and attended meetings.

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

☐ 0  
☐ 1  
☐ 2  
☒ 3  
☐ 4

**Comments:**

Contractor has personnel available who are urgent requests.

Overall Performance Rating: <input type="text" value="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:	<input type="text" value="melissa.barnett"/>
Department Head Name	Department Head Signature	Date
Ray Turner for Hakeem Oshikoya	<i>Ray Turner</i>	<input type="text" value="10/21/2020"/>