



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
2/14/2022	12/31/2022	1/01/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
520 0214220000203		2/14/2022	

Department

Department of Real Estate And Asset Management

Bid Number

Service Commodity

20ITB125868C-CG

Glass, Plexiglass repair

Contractor

BRAD CONSTRUCTION COMPANY

Performance Rating

0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.
1 = Poor	Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customer somewhat satisfied.
2 = Satisfactory	Archives 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	Archives 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	Archives 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	Comments
☐	1	
☐	2	Window repair service was in compliance, and was of quality per the end user.
☐	3	Vendor and technicians demonstrated the ability of technical excellence.
☒	4	

2. Timeliness of Performance

(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)

☐	0	Comments
☐	1	
☐	2	Vendor met all requirements per contract. Responsiveness to redirecting and change was well in range of contract compliance.
☒	3	
☐	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Comments Vendor responded to inquiries in a timely manner. Notifications was delivered to end user during potential delays in completion time.
☐	1	
☐	2	
☒	3	
☐	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	Comments Contractor provided quality service and met all specifications according to the end user. Vendor Invoicing was delivered in a timely manner according to Management expectations.
☐	1	
☐	2	
☐	3	
☒	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Comments Contractor and staff demonstrated professionalism, and was available as needed.
☐	1	
☐	2	
☐	3	
☒	4	

Overall Performance Rating	3.60	Date	9/02/2022
Would you select/recommend this vendor again?	☒ Yes	☐ No	
Rating completed by:	Benjamin Wright		
Department Head Name:	Joseph Davis		
Department Head Signature	<i>Joseph Davis</i>		

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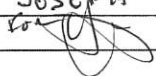
DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
04/01/22	06/30/22	01/01/22	12/31/22
Purchaser Order Number		Purchase Order Date	
020222*140		02/02/22	
Department			
Real Estate and Asset Management			
Bid Number		Service Commodity	
20ITB125868C-CG		Glass and Plexiglas Repair and Replacement	
Contractor			
P&E Glass, LLC			
Performance Rating			
0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.		
1 = Poor	Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customer somewhat satisfied.		
2 = Satisfactory	Archives 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	Archives 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	Archives 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	Comments: Quality of services are good. The contractor is very knowledgeable about the glass products.		
☐ 1			
☐ 2			
☐ 3			
☒ 4			
2. Timeliness of Performance		(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)	
☐ 0	Comments: Contractor performs timely and professional manner. They complete the task at hand as directed and in a timely manner.		
☐ 1			
☐ 2			
☐ 3			
☒ 4			

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Comments: Good response time and good communication. They are prompt with completing tasks.
☐	1	
☐	2	
☐	3	
☒	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	Comments: Contractor met quality expectation and within budget. Projects were finished in a professional and timely manner and within budget.
☐	1	
☐	2	
☐	3	
☒	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Comments: Contractor's personnel is always available as needed. Key personnel were available when needed. They did a great job with being responsive and solving our issues. They seem to be very knowledgeable about their products.
☐	1	
☐	2	
☐	3	
☒	4	

Overall Performance Rating	4.00	Date	
Would you select/recommend this vendor again?		☒ Yes	☐ No
Rating completed by:	Michael Young		
Department Head Name:	JOSEPH DAVIS		
Department Head Signature			

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