



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
January 1, 2022	Currently	January 1, 2022	7/31/2022
Purchaser Order Number		Purchase Order Date	
22KNOWINK062322C-MH		06/23/2022	

Department

Registration & Elections

Bid Number	Service Commodity
SWC# 47800- SOS0000037	Master Solution Purchase and Services Agreement

Contractor

KNOW INK 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)

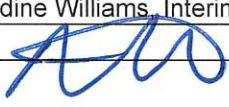
☐	0	Comments
☐	1	
☐	2	
☒	3	
☐	4	

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
☐	1	
☐	2	
☒	3	
☐	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Satisfactory but could be improved.
☐	1	
☒	2	
☐	3	
☐	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
	0	Comments
	1	
☐	2	
☒	3	
☐	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Management is responsive and helpful when asked.
☐	1	
☐	2	
☐	3	
☒	4	

Overall Performance Rating	3.00	Date	08/02/2022
Would you select/recommend this vendor again?		☒ Yes	☐ No
Rating completed by:	Derrick Gilstrap		
Department Head Name:	Nadine Williams, Interim Director		
Department Head Signature			

After completing the form:
 Submit to Purchasing
 Print a copy for your records
 Save the form

Submit

Print

Save