

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
GOODS AND COMMODITIES SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
3/1/2019	12/31/2021	1/1/2019	12/31/2019
PO Number			PO Date
19SC117822B-RD,3			2/22/2019
Department			
Bid Number			
Service Commodity	Books for Auburn Ave Library		
Contractor	Gobi - Yankee Book Peddler		

= Unsatisfactory

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

= 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.

= 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.

= 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.

= 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.

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

Comments:

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Vendor has met our expectations of providing continuous internet access to all library locations without interruptions.

. Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On time Completion Per Contract)

Comments:

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Respond to request for assistance in a timely manner. Most problems are resolved within 24 hours of notification.

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

Comments:

- ☐ 0
☐ 1
☐ 2
☐ 3

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

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

Vendor has met all required expectations.

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

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

Calls and emails are returned in a timely manner. Our assigned representative is always available to answer questions and address our concerns.

Overall Performance Rating: 4.0

Would you select/recommend this vendor again?
Check box for Yes. Leave Blank for No)

☒ Yes ☐ No

Rating completed by:

Department Head Name	Department Head Signature	Date
Gayle H. Holloman	<div>DocuSigned by: <i>Gayle H. Holloman</i> 7DDA8F0E4E294B8...</div>	11/2/2020 05/14/2021