

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2021	3/31/2021	1/1/2021	12/31/2021
PO Number			PO Date
Department	Senior Services		
Bid Number	18RFP115491A-CJC		
Service Commodity	Alternative Senior Transportation Services		
Contractor	Common Courtesy		

= 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>
= 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>
= Satisfactory	<i>Achieves contract requirements 80% of the time; generally responsive, effective and/or efficient; delays are excusable and/or results in minor program adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.</i>
= 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>
= 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>

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

Comments:

0
 1
 2
 3
 4

The contractor has provided reports on time and compliant with providing Transportation Services during the Covid-19 Pandemic. The organization has qualified staff and provides services in the contract.

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

The contractor provides a great response to change and/or direction requested from the County. Contractor submits reports, and invoices on time per the contract. There is a weekly check in meeting to discuss issues or updates.

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

Comments:

0

1 The Contractor responds promptly to inquiries or questions. The contractor is very prompt to return calls and emails. The contractor emails or calls if there are any problems with service delivery.
 2
 3
 4

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

0
 1
 2
 3
 4

Comments:
The contractor submits invoices on time with reports and stays within budget.

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

0
 1
 2
 3
 4

Comments:
The contractor has been providing this service for the past 4 years. The contractor maintains and retains effective supervision.

Overall Performance Rating:

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

Rating completed by: *Ande m. Dames*

Department Head Name	Department Head Signature	Date
Ladisa Onyiliogwu	<i>Ladisa Onyiliogwu</i>	5/17/2021