

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

| Report Period Start | Report Period End | Contract Period Start | Contract Period End |
|------------------------------|---|-----------------------|---------------------|
| July 1, 2021 | September 30,2021 | January 1, 2021 | December 31, 2021 |
| PO Number 186 20SC123333B-JD | | | PO Date |
| | | | 12/15/2021 |
| Department | Diversity and Civil Rights Compliance (DCRC) | | |
| Bid Number | 20RFP127237B-YJ | | |
| Service Commodity | SIGN LANGUAGE INTERPRETING SERVICES | | |
| Contractor | Latin American Translators Network (LATN), Inc. | | |

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 = *Achieves contract requirements 80% of the*

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

Comments:

0

1 Meets 70% of Quality and Good Services: Customers expressed overall approval of interpreting practices, many concerns expressed with getting proper services and within a timely manner. There were many times of difficulties with getting CDI interpreters. There were expressed concerns of availability of interpreters for emergency needs.

2

3

4

2. 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 Meets 80% if Timeless of performance Interpreters were usually on time, there were times of emergencies with delayed notifications from agency/interpreter but was able to provide services within a few hours or rescheduling within reasonable time.

4

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

0 **Comments:**

1

2

3 **Meets 80%** of business responsiveness to inquiries and prompt notifications. There were a few times of delayed notifications but were able to solve concerns.

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

0 **Comments:**

1

2

3

4 **Meets 100%** of customers and department satisfaction with quality expectation and maintaining of budget with proper invoicing.

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

0 **Comments:**

1

2

3 **Meets 90%** of Personnel effective supervision/Management. Credentials and experience were appropriate.

4

| | | |
|---|----------------------------------|---|
| 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="checkbox"/> Yes <input type="checkbox"/> No | | Rating completed by: Gloria Eslick <input type="text"/> |
| Department Head Name | Department Head Signature | Date |
| Ms. Niger R. Thomas | <i>Niger R. Thomas</i> | <input type="text" value="11/9/2021"/> |
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