

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT  
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
10-1-2020	6-15-2021	10-1-2020	9-30-2021
PO Number		PO Date	
Department	Yulfa County Sheriff's Office		
Bid Number			
Service Commodity	Professional Services		
Contractor	Atlanta Police Insurance		

= Unsatisfactory

= Poor

= Satisfactory

= Good

= Excellent

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

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.

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.

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.

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

The quality of customer service was excellent. The sub-recipient always respond promptly.

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 sub-recipient always report any incidents in a timely manner.

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

Comments:

- ☐ 0

- ☐ 1  
☐ 2  
☐ 3  
☒ 4

The sub recipient always maintain a professional and business relationship.

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

- ☐ 0  
☐ 1  
☐ 2  
☐ 3  
☒ 4

Comments:

Custom Service is excellent. Custom Service skills and problem-solving skills are excellent. Sub-recipient is within budget.

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

- ☐ 0  
☐ 1  
☐ 2  
☐ 3  
☒ 4

Comments:

The essential personnel is always available for questions and problem solving.

Overall Performance Rating: 0.0

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
		5/25/2021