

		<b>DEPARTMENT OF PURCHASING &amp; CONTRACT COMPLIANCE</b>	
<b>CONTRACTORS PERFORMANCE REPORT</b>			
Report Period Start	Report Period End	Contract Period Start	Contract Period End
6/30/2020	9/30/2021	1/1/2022	12/31/22
Purchaser Order Number		Purchase Order Date	
Department : Senior Services			
Bid Number: 211TB000028A-CJC		Service Commodity: Indigent Burial Services	
Contractor: Mutual Meadows			
<b>Performance Rating</b>			
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	The quality of goods and services met the requirements 100% of the time	
	1		
	2		
	3		
x	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	The Contractor continues to meet all milestones and perform services on time	
	1		
	2		
	3		
x	4		
3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)	
	0	The contractor is responsive to all inquiries and is prompt to notify of problems.	
	1		
	2		
	3		
x	4		
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)	
	0	The contractor meets all specifications, is within the budget and provides timely invoicing.	
	1		
	2		
	3		
x	4		
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)	
	0	The contractor's key personnel continue to meet all expectations.	
	1		
	2		
	3		
x	4		
Overall Performance Rating	4	Date	Sept-30-2021
Would you select/recommend this vendor again?	yes		
Rating completed by:	Erica Flack		
Department Head Name:	Ladisa Onyiliogwu		
Department Head Signature			