## **DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE**

## CONTRACTORS PERFORMANCE REPORT PROFESSIONAL SERVICES

1/1/2020       3/31/2020       1/1/2020       IZ/31/2020         P0 Number       P0 Date       P0 Date       P0 Date         P0S2020SC1232265C-BKJ       I/21/2020       I/21/2020         Department       Real Estate and Asset Management         Bid Number       18/TB113411C-BKJ         Service Commodity       Mail Services         Contractor       Moore Partners, Inc.         9 UnsattSfactory       Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, datase capable addresses statisfaction.         1 = Poor       Achieves contract requirements 70% of the time, generally responsive, effective and/or efficient, delays require significant statisfact.         2 = Satisfactory       Achieves contract requirements 80% of the time, generally responsive, effective and/or efficient, delays are occusable and/or results in minor programs adjustments - employees are capable and/or results in minor programs adjustments - employees are capable and/or results in minor programs adjustments - employees are capable and/or results in minor programs adjustments - employees are capable and/or results in minor programs adjustments - employees are capable and/or results in minor programs adjustments - employees are capable and/or results in minor programs - highly completent and adjust altifaction.         3 = Good       Achieves contract requirements 100% of the time. Usually responsive, effective and/or efficient delays in man processing and delvery during highly completent and adjust altifaction.         4 = Excellent <t< th=""><th></th><th></th><th></th><th></th></t<>					
Po Number         Po Dale           POS2020SC1232856C-BKJ         1/21/2020           Department         Real Estate and Asset Management           Bill Number         18/TB113411C-BKJ           Service Commodity         Mail Services           Contractor         Moore Partners, Inc.           = 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 are anginally capable; customers somewhat satisfied.           = Good         Achieves contract requirements 80% of the time; generally responsive, effective and/or efficient; delays are occusable and/or results in minor programs adjustments: publoyees are capable on the time. Usually responsive, effective and/or efficient; delays have not impact on programs indicate satisfact.           = Good         Achieves contract requirements 100% of the time. Usually responsive; effective and/or efficient; delays have not impact on program/mission; key employees are enable of adem require guidance, customers are highly or programs indicate satisfact.           = Good         Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or efficient; delays have not impact on program/mission; key employees are expects and require minimal directions; customers expectations are exceeded           = Locellent	Report Period Start	Report Period End	Contract Period Start	Contract Period End	
POS2020SC123285C-BKJ       1/21/2020         Papartment       Real Estate and Asset Management         Balkumber       19/17B113411C-BKJ         Barvice Commodity       Mail Sorvices         Confractor       Moore Partners, Inc.         = Unsatisfactory       Achieves contract requirements less than 50% of the time, not responsive, offective and/or efficient, unacceptable delay, incompetence, high degree of customer disastisfaction.         = 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 20% of the time. Marginally responsive, effective and/or efficient, delays are capable and satisfactorily providing service withe intervention; ustomers indicate satisfaction.         # Good       Achieves contract requirements 30% of the time. Jusually responsive, effective and/or efficient, delays are indicate satisfactorin.         # Good       Achieves contract requirements 100% of the time. Jusually responsive; highly efficient and/or efficient; delays are expendent on programs/nission; key employees are experts and require minimal directions ; customers are highly satisfied.         # Excellent       Achieves contract requirements 100% of the time. Inimediately responsive; highly efficient and/or effective; no delays in mal processing and delivery during his reporting period frequire minimal directions ; customers in exceeded.         Coully of doods/Bervices (-Specification Com		3/31/2020	1/1/2020	12/31/2020	
Contract         Real Estate and Asset Management           Bild Number         181TB113411C-BKJ           Service Commotily         Mail Services           Contector         Moore Partners, Inc.           = Unsatisfactory         Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of ocustomer 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 somewast satisfact.           = Satisfactory         Achieves contract requirements 80% of the time; generally responsive, effective and/or efficient, delays have not impact on programs adjustments; employees are capable and satisfactorily providing service withe 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 efficient and selfom require guidance; customers are highly satisfied.           = Good         Achieves contract requirements 100% of the time. Immediately responsive; effective and/or efficient and selfom require guidance; customers are exceeded.	PO Number			PO Date	
International contract requirements (contract)           Bit Number         1817B113411C-BKJ           Service Commotify         Mail Services           Contractor         Moore Partners, Inc.           >= Unsatisfactory         Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer to idesatisfaction.           = 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= 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 withor intervention; customers indicate satisfaction           e Good         Achieves contract requirements 80% of the time. Usually responsive; effective and/or efficient, delays have not impact on programs/mission, key employees are highly competent and seldom require guitable. Immediately responsive; effective, and seldom require guitance. customers are highly satisfied           e Excellent         Achieves contract requirements 10% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are exceeded.           is allow endors invergenaive and effective in addressing issues immediately. There have been no delays in mal processing and delivery during the reporting period of highly of the dime.           catality of Goodu/Services	PO52020SC123265C-BKJ			1/21/2020	
Service Commodity Mail Services Moore Partners, Inc.  Unsatisfactory Achieves contract requirements less than 60% of the time, not responsive,  offective and/or efficient, unacceptable delay, incompetence, high degree of  outstomer dissatisfaction.  Poor Achieves contract requirements 70% of the time. Marginally responsive,  offective and/or efficient, delays requires 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 in  adjustments: employees are capable and satisfactorily providing service withe  infervention; 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. Achieves contract requirements 100% of the time. Immediately responsive;  highly efficient addres thave not impact on programs/mission, key employees  are highly forompetent and seldom require guidance, customers are highly  satisfied.  Countract 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.  Countract: Countract Countract requirement, if applicable) - Responsivenees to Direction/Change - On Time  Countract: Countract Countract requirement, if applicable) - Responsivenees to Direction/Change - On Time  Countract Countract Countract Countract requirements to requests for changes to processes to ensure proper chargebacks for services.  Countract	Department	Real Estate and Asset N	/lanagement		
Inter Services           Moore Partners, Inc.           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 are regulare significant adjustments to programs; deve and/or efficient, delays require significant adjustments to programs; adjustments a0% of the time; generally responsive, effective and/or efficient, delays are excusable and satisfactorily providing service with intervention; customers indicate satisfaction.           = Good         Achieves contract requirements 20% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees are apable and satisfactorily providing service with intervention; customers indicate satisfaction.           = Good         Achieves contract requirements 00% of the time. Immediately responsive; effective and/or efficient; delays have not impact on programs/mission; key employees are apprise 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 efficient; delays; key employees are expectations are exceeded.	Bid Number	18ITB113411C-BKJ			
Public Partners, Inc.         Pursatisfactory       Achieves contract requirements less than 50% of the time, not responsive, offective and/or efficient, unacceptable delay, incompatence, 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 70% of the time; generally responsive, effectiv 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 exceeded.         * Guality of Goods/Services (Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)         • Output       The undor is mer reagonive and field in addresing Baues immediately.         • 1       Reports received timely and any requested changes addressed immediately.         • 1       The undor is wer reagonive and field in addressing Baues immediately.         • 2       3         • 4	Service Commodity	Mail Services	Mail Services		
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, effectiv, and/or efficient, delays are excusable and/or results in minor programs adjustments; employees are capable and/or satisfactorily providing service withor intervention; customers indicate satisfaction. Achieves contract requirements 90% of the time. Usually responsive; effectiv, and/or efficient, delays have not impact on programs/insison, 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 efficient, delays have not impact on programs/insison, key employees 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. Comments: Reports redord is very responsive and effective in addressing issues immediately. There have been no delays in mail processing and delivery during this reporting period of the time. Reports received timely and any requested changes admessed immediately. There have been no delays in mail processing and delivery during this reporting period of the time. The vendor admines - Technical Excellence - Reports/Administration - Personnel Qualification) Comments: The vendor is very responsive and effective in addressing issues immediately. The vendor admines contract requirements 100% of the time. Reports received timely and any requested changes admessed im	Contractor	Moore Partners, Inc.	Moore Partners, Inc.		
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 are actisfaction.         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       Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are expects and require minimal directions; customers expectations are exceeded.         Cuality of Goods/Services (Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)       Comments:         The vendor is very responsive and effective in addressing issues immediately.       There have been no delays in mail processing and delivery during this reporting period of the time. Reports received timely and any requested changes addressed immediately.         1       to implement function. Allows on that englimements more than 90% of the time.         2       3         2       3         2       3         2       3         2       3         3       4 <td></td> <td>effective and/or eff customer dissatisf Achieves contract</td> <td>icient, unacceptable dela action. reguirements 70% of the</td> <td>y, incompetence, high degree of time. Marginally responsive</td>		effective and/or eff customer dissatisf Achieves contract	icient, unacceptable dela action. reguirements 70% of the	y, incompetence, high degree of time. Marginally responsive	
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.         I = 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.         .0uality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)         .0       Comments:         The vendor is very responsive and effective in addressing issues immediately.         .1       The vendor. Achieves contract requirements more than 90% of the time.         .2       3         .3       4	2 = Satisfactory	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			
0       Comments:         1       The vendor is very responsive and effective in addressing issues immediately. There have been no delays in mail processing and delivery during this reporting period of to diligence of the vendor. Achieves contract requirements more than 90% of the time.         2       Reports received timely and any requested changes addressed immediately.         3       Image: Comments:         1       Comments:         1       Comments:         0       Comments:         1       Comments:         1       The vendor achieves contract requirements100% of the time and is very responsive to requests for changes to processes to ensure proper chargebacks for services.         1       1         2       3         3       Image: Comments:         1       1         2       3         3       Image: Comments: Comments:         1       1         2       3         3       Image: Comments: Com		ood       Achieves contract requirements 90% of the time. Usually responsive; and/or efficient; delays have not impact on programs/mission; key emplare highly competent and seldom require guidance; customers are hig satisfied.         xcellent       Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts		time. Usually responsive; effective programs/mission; key employees lidance; customers are highly e time. Immediately responsive; key employees are experts and	
0       The vendor is very responsive and effective in addressing issues immediately. There have been no delays in mail processing and delivery during this reporting period d to diligence of the vendor. Achieves contract requirements more than 90% of the time. Reports received timely and any requested changes addressed immediately.         2       3         3       4         Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time ompletion Per Contract)         0       Comments:         1       The vendor achieves contract requirements100% of the time and is very responsive to requests for changes to processes to ensure proper chargebacks for services.         1       2         3       4	Quality of Goods/Services (-Specification	on Compliance - Technical Excellence - Rep	orts/Administration - Personnel Qua	lification)	
<ul> <li>The vendor achieves contract requirements100% of the time and is very responsive to requests for changes to processes to ensure proper chargebacks for services.</li> <li>The vendor achieves contract requirements100% of the time and is very responsive to requests for changes to processes to ensure proper chargebacks for services.</li> <li>The vendor achieves contract requirements100% of the time and is very responsive to requests for changes to processes to ensure proper chargebacks for services.</li> <li>The vendor achieves contract requirements100% of the time and is very responsive to requests for changes to processes to ensure proper chargebacks for services.</li> <li>The vendor achieves contract requirements100% of the time and is very responsive to requests for changes to processes to ensure proper chargebacks for services.</li> <li>The vendor achieves contract requirements100% of the time and is very responsive to requests for changes to processes to ensure proper chargebacks for services.</li> </ul>	O     The vendor is very responsive to diligence of the vendor. Act	lieves contract requirements more than 90% of	There have been no delays in mail the time.	processing and delivery during this reporting period due	
٠ 4	0     Comments:       1     The vendor achieves contract			15 V 56	
. Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)	۹ (	a landida. Danast Data a surger a			

O o Comments:

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<b>O</b> 3	endor is very responsive to inquiries regarding mail delivery, contract requirements and immediately notifies of any problems that requires DREAM to address.
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$\bigcirc$	atisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions) omments:
	chieved contract requirements 100% of the time. Invoices are received promptly at the beginning of the month and are accurate
<ul> <li>○ 2</li> <li>○ 3</li> <li>● 4</li> </ul>	

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

0 Comments:				
Key employees are experts, very professional, knowle	dgeable of mail service	s and require minimal direc	tion.	
2				
3				
0 4				
verall Performance Rating 4.0				uka dunu ini ka manana na mana
verall Performance Rating: 4.0				
ould you select/recommend this vendor again? heck box for Yes. Leave Blank for No)		Rating completed by:	april.pye	
)Yes 🔿 No				
Department Head Name	De	epartment Head Signatur	9	Date
Tacopla Davic		In Dave	6/29/20	020
Joseph Davis	CA	el Davi		

## DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

## CONTRACTORS PERFORMANCE REPORT PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
4/1/2020	6/30/2020	1/1/2020	12/31/2020
O Number			PO Date
PO52020SC123265C-BKJ			1/21/2020
Department	Real Estate and Asset M	lanagement	
lid Number	18ITB113411C-BKJ		
ervice Commodity	Mail Services		
ontractor	Moore Partners, Inc.		
= Unsatisfactory = Poor	effective and/or eff customer dissatisf Achieves contract effective and/or eff	icient, unacceptable delay action. requirements 70% of the t icient; delays require sign	% of the time, not responsive, /, incompetence, high degree of ime. Marginally responsive, ificant adjustments to programs;
= Satisfactory	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.		
= 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 (-Specificati	on Compliance - Technical Excellence - Repo	orts/Administration - Personnel Qual	ification)
Comments:     The vendor is very responsive to diligence of the vendor, alth received timely and any reque     3     4     Timeliness of Performance (-Were Miles ompletion Per Contract)     Comments	and effective in addressing issues immediately	There have been no delays in mail p OVID-19 pandemic. Achieves contrac	processing and delivery during this reporting period due of requirements more than 90% of the time. Reports
10	requirements100% of the time and is very respo	insive to requests for changes to proce	esses to ensure proper chargebacks for services.

O o Comments:

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<ul> <li>2</li> <li>3</li> <li>4</li> </ul>	Vendor is very responsive to inquiries regarding mail delivery, contract requirements and immediately notifies of any problems that requires DREAM to address.	
4. Customer O 0 O 1	r Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions) Comments: Achieved contract requirements 100% of the time. Invoices are received promptly at the beginning of the month and are accurate	
○ 2 ○ 3		

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

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O o Comments:		
1	eable of mail services and require minimal direc	stion.
<ul> <li>○ 3</li> <li>● 4</li> </ul>		
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:	april.pye
Department Head Name	Department Head Signatur	e Date
Joseph Davis	Chel Davi	