

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2020	3/31/2020	1/1/2020	12/31/2020
PO Number			PO Date
PO52020SC123265C-BKJ			1/21/2020
Department	Real Estate and Asset Management		
Bid Number	18ITB113411C-BKJ		
Service Commodity	Mail Services		
Contractor	Moore Partners, 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 = 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 without intervention; customers indicate satisfaction.
3 = 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.
4 = 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.

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

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

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 due to diligence of the vendor. Achieves contract requirements more than 90% of the time. Reports received timely and any requested changes addressed immediately.

2. Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

The vendor achieves contract requirements 100% of the time and is very responsive to requests for changes to processes to ensure proper chargebacks for services.

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

☐ 0
☐ 1

Comments:

- ☐ 2
☐ 3
☒ 4

Vendor is very responsive to inquiries regarding mail delivery, contract requirements and immediately notifies of any problems that requires DREAM to address.

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

Comments:

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Achieved contract requirements 100% of the time. Invoices are received promptly at the beginning of the month and are accurate

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

Comments:

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Key employees are experts, very professional, knowledgeable of mail services and require minimal direction.

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

Joseph Davis

Department Head Signature

April Davis

Date

6/29/2020

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
PO Number			PO Date
PO52020SC123265C-BKJ			1/21/2020
Department	Real Estate and Asset Management		
Bid Number	18ITB113411C-BKJ		
Service Commodity	Mail Services		
Contractor	Moore Partners, Inc.		

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

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

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 due to diligence of the vendor, although the County facility was closed during the COVID-19 pandemic.. Achieves contract requirements more than 90% of the time. Reports received timely and any requested changes addressed immediately.

2. Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

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☐ 0
☐ 1

Comments:

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☐ 3
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Comments:

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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

Joseph Davis

Department Head Signature

April Davis

Date

6/30/2020