



DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
04/01/22	06/30/22	01/01/22	12/31/22
Purchaser Order Number		Purchase Order Date	
031522*390		03/15/22	

Department

Real Estate and Asset Management

Bid Number

Service Commodity

21ITB131067C-GS

Door Installation and Repair Services

Contractor

Overhead Door Company

Performance Rating

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)

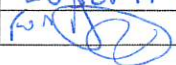
☐	0	Comments: Quality of Goods and Services are great. They are good at responding quickly to phone calls and emails. Their technicians are very knowledgeable about the products and are helpful with relaying that back to me.
☐	1	
☐	2	
☐	3	
☒	4	

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	Comments: Contractor's timeliness of performance is satisfactory. They complete the task at hand within a reasonable amount of time.
☐	1	
☐	2	
☐	3	
☒	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Comments: Business relations with this contractor is good. They respond in a timely fashion to resolve the problems at hand.
☐	1	
☐	2	
☐	3	
☒	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	Comments: I am satisfied with the contractor. Does quality work and met end users expectations. Met specifications and stays within budget.
☐	1	
☐	2	
☐	3	
☒	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Comments: Contractor's personnel does a great job in being responsive and solving our issues. They seem to be very knowledgeable about their products and are available when needed.
☐	1	
☐	2	
☐	3	
☒	4	

Overall Performance Rating	4.00	Date	
Would you select/recommend this vendor again?		☒ Yes	☐ No
Rating completed by:	Michael Young		
Department Head Name:	JOSEPH DAVIS		
Department Head Signature			

After completing the form:
 Submit to Purchasing
 Print a copy for your records
 Save the form

Submit

Print

Save