

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
2/18/2021	3/15/2021	1/1/2021	12/31/2021
PO Number			PO Date
DO-333-2021-AML(LN#65)			2/11/2021
Department	Emergency Services		
Bid Number			
Service Commodity			
Contractor			

= Unsatisfactory	<i>Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.</i>
= Poor	<i>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.</i>
= Satisfactory	<i>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.</i>
= Good	<i>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	<i>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.</i>

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

Comments:

DECA Achieves contract requirements and provides great service.

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

Comments:

DECA responds to all service requests in a timely manner and follows up.

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

Comments:

- ☐ 2
☒ 3
☐ 4

DECA provides timely response to all inquiries and provides prompt resolution.

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

Comments:

- ☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

DECA provides monthly/annual invoices in a timely manner with no discrepancies.

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

Comments:

- ☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

DECA employees are experienced and provide the needs of the 911 Center.

Overall Performance Rating:

3.0

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

CITRIS SWEIGART



2/19/2021