## DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

## CONTRACTORS PERFORMANCE REPORT PROFESSIONAL SERVICES

2/18/2021 3/15/2021 1/1/2021 1/2/31/2021  O Number  DO-333-2021-AML(LN#65)  Repartment  Emergency Services  Id Number  Id Number  Lineatisfactory  Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, tracceptable 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 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 with intervention, customers indicate satisfaction.  Achieves contract requirements 80% of the time. Usually responsive; effective and/or efficient; delays are excusable and/or results in minor programs 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 intervention; customers are highly employees are highly competent and seldom require guidance; customers are nightly satisfied.  Excellent  Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are exceeded.  Comments:  DECA Achieves contract requirements and provides great service.  DECA Achieves contract requirements and provides great service.  DECA Achieves contract requirements and provides great service.	Report Period Start	Report Period End	Contract Period Start	Contract Period End	
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. Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

Comments:

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DECA provides timely response to all inquiries and	DECA provides timely response to all inquiries and provides prompt resolution.					
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Contains Cation of Mat Hour Quality Expectations N	let Specification Within Budget - Proper Invoicing - No Subs	etitutions)				
Comments:	tomer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)  Comments:					
DECA provides monthly/annual invoices in a timely	DECA provides monthly/annual invoices in a timely manner with no discrepancies.					
$\bigcirc$ 2						
<ul><li>2</li><li>3</li></ul>						
O 4						
. Contractors Key Personnel (-Credentials/Experience App	Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)					
Comments:	Comments:  DECA employees are experienced and provide the needs of the 911 Center.					
1	DECA employees are experienced and provide the needs of the 911 Center.					
O 2						
O 4						
Overall Performance Rating: 3.0						
Vould you select/recommend this vendor again?	Rating completed by:					
Check box for Yes. Leave Blank for No)						
Yes     No						
	_					
Department Head Name	Department Head Signature	Date				
CHRIS SWEIGART	2	2/19/2021				