



DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

GOODS AND COMMODITIES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2021	12/31/2021	1/1/2021	12/31/2021

Purchaser Order Number	Purchase Order Date
21TATT132226C-MH	10/19/2021

Department

Registration and Elections

Bid Number	Service Commodity
21ITBCRE090820C-MH	BALLOT PRINTING

Contractor

Tattnall Journal Inc. dba Tattnall Ballot Solutions

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
☐	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
☐	1	
☐	2	
☐	3	
☒	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Comments
☐	1	
☐	2	
☐	3	
☒	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)
☐	0	Comments
☐	1	
☐	2	
☐	3	
☒	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Comments
☐	1	
☐	2	
☐	3	
☒	4	

Overall Performance Rating	4 ☒	Date	5/16/2022
Would you select/recommend this vendor again?		☒ Yes	☐ No
Rating completed by:	NADINE WILLIAMS		
Department Head Name:	Nadine Williams		
Department Head Signature	<i>Nadine Williams</i>		

After you have completed filling out the form:
 Submit the for to Purchasing
 Print a copy of the form
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Submit

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