



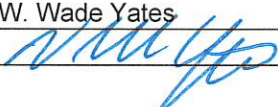
**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
04-01-2022	06-30-2022	01-01-2022	12-31-2022
Purchaser Order Number		Purchase Order Date	
Revenue Generating			
Department			
Bid Number		Service Commodity	
		Wrecker and Towing Services	
Contractor			
S & W			
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 S & W arrives in a timely manner and their drivers are knowledgeable.		
☐ 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 S & W responds quickly to calls for service and they communicate well with our officers.		
☐ 1			
☐ 2			
☒ 3			
☐ 4			

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Comments S & W is efficient and if there are any problems they try to correct them quickly.
☐	1	
☐	2	
☐	3	
☒	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	Comments S & W has great customer service and once we send over the monthly invoice, they cut a check quickly.
☐	1	
☐	2	
☐	3	
☒	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Comments Pam, the manager at S & W, is knowledgeable and if any issues arise, she fixes them immediately.
☐	1	
☐	2	
☐	3	
☒	4	

Overall Performance Rating	3.60	Date	07/14/2022
Would you select/recommend this vendor again?	☒ Yes	☐ No	
Rating completed by:	Lieutenant Nicole Dwyer		
Department Head Name:	Chief W. Wade Yates		
Department Head Signature			

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

Submit

Print

Save