

## DEPARTMENT OF PURCHASING &amp; CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT  
GOODS AND COMMODITIES SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
7/1/2020	6/30/2021	7/1/2020	6/30/2021
PO Number			PO Date
20SC127256B-YJ,2			2/18/2021
Department			
Bid Number	#18RFP212018BJD		
Service Commodity	Internet and Wide Area Network Connectivity		
Contractor	AT&T		

<b>= Unsatisfactory</b>	<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>
<b>= Poor</b>	<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>
<b>= Satisfactory</b>	<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>
<b>= Good</b>	<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>
<b>= Excellent</b>	<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)

☐ 0

☐ 1

☐ 2

☐ 3

☒ 4

**Comments:**

AT&T has met our expectations of providing continuous internet access to all library locations without interruptions.

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

☐ 0

☐ 1

☐ 2

☐ 3

☒ 4

**Comments:**

Respond to request for assistance in a timely manner. Most problems are resolved within 24 hours of notification.

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

☐ 0

☐ 1

☐ 2

☐ 3

**Comments:**

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

## Comments:

We've experienced occasional invoicing issues, but the vendor always works with us to resolve them

- ☐ 0  
☐ 1  
☐ 2  
☐ 3  
☒ 4

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

## Comments:

Calls and emails are returned in a timely manner. Our assigned representative is always available to answer questions and address our concerns.

- ☐ 0  
☐ 1  
☐ 2  
☐ 3  
☒ 4

Overall Performance Rating: 4.0

Would you select/recommend this vendor again?  
Check box for Yes. Leave Blank for No)

☒ Yes ☐ No

Rating completed by:

DocuSigned by:

Jamar Parker

E73E4C883CED448...

04/08/2021

Department Head Name

Department Head Signature

Date

Gayle H. Holloman

DocuSigned by:

Gayle H. Holloman

7DDA8F0E4E294B8...

11/2/2020 04/09/2021