

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
GOODS AND COMMODITIES SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
10/1/2020	12/31/2020	1/1/2020	12/31/2020
PO Number			PO Date
PO 520 PO 520 20S...			2/11/2020
Department	REAL ESTATE AND ASSET MANAGEMENT		
Bid Number	SWC #9999-001-SPD0000086-0002		
Service Commodity	Expedited Mail & Package Delivery Services		
Contractor	United Parcel Service, Inc.		

= Unsatisfactory	Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable 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.
= Satisfactory	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.
= Good	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.
= Excellent	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.

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

Comments:

Quality of service was always excellent.

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

Comments:

Packages picked up and delivered timely with ability to track delivery.

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

Comments:

☒ 4 Very responsive to requests and inquiries regarding services and invoices. Always prompt notification of problems with receipt of payments from user departments.

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

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:
Met expectations with regard to customer service.

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

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:
Vendor representatives have several years experience and are very knowledge of requirements for public library Book Leasing plans .

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:	Sang.Kim
Department Head Name	Department Head Signature	Date
Joseph N. Davis		2/24/2021