

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT GOODS AND COMMODITIES SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End	
4/24/2020	9/18/2020	4/23/2020	12/31/2020	
PO Number				PO Date
MA MA 20ITBC122...				4/23/2020
Department				
Bid Number	MA 20ITBC122716A-FB			
Service Commodity	Uniforms and Accessories			
Contractor	Cintas Corporation			

0 = Unsatisfactory

Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.

1 = 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.

2 = 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.

3 = 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.

4 = 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:

0 Quality of samples meet expectation and requirements.
 1 We have not received delivery of uniforms.

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

Comments:

0 Cintas met timelines for scheduling of uniforms. Cintas is responsive to directives and request of changes..
 1
 2
 3
 4

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

Comments:

0
 1
 2
 3

Cintas provide prompt response to inquires and respond urgently in resolving issues or problems.

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

Comments:

0 Samples provided meet quality expectation.

1

2

3

4

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

Comments:

0 Cintas representative Brian Lee respond timely and becomes available when needed

1

2

3

4

Overall Performance Rating:

3.4

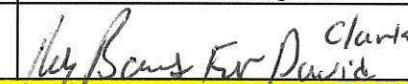
Would you select/recommend this vendor again?

Check box for Yes. Leave Blank for No)

Yes No

Rating completed by:

Janice.Dickenson

Department Head Name	Department Head Signature	Date
	 Janice Dickenson	9/18/2020