

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		

= Unsatisfactory	<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>
= Poor	<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>
= Satisfactory	<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>
= Good	<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>
= Excellent	<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:

Quality of samples meet expectation and requirements.
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)

☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

Cintas met timelines for scheduling of uniforms. Cintas is responsive to directives and request of changes..

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

☐ 0
☐ 1
☐ 2
☐ 3

Comments:

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

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

☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

Samples provided meet quality expectation.

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

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

Cintas representative Brian Lee respond timely and becomes available when needed

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

My Boss For David Clark

9/18/2020