

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
01/01/2022	12/31/2022	01/01/2022	12/31/2022
PO Number			PO Date
Department	Information Technology		
Bid Number	19ITBC05212019K-DB		
Service Commodity	Desktop Computers		
Contractor	CDW Government, LLC		

0 = 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>
1 = 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>
2 = 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>
3 = 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>
4 = 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>

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

Comments:

0
 1
 2
 3
 4

Quality of goods/ services has been excellent overall. The vendor is responsive. Orders are usually received within a timely manner. Reports/ Administration from the vendor account representatives is above average.

2. 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
 1
 2
 3
 4

Timeliness of performance has been good overall. If any changes were required, there were no issues with modifying orders/ services.

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

Comments:

0
 1
 2
 3
 4

Vendor communications has been excellent. There were no issues with coordinating or responsiveness.

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

Comments:

0
 1
 2
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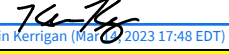
Quality expectations concerning budgets/ invoicing have exceeded expectations.

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

Comments:

- 0
- 1
- 2
- 3
- 4

Contractors key personnel (supervisory/ management) have not been needed for any pressing issues.

Overall Performance Rating: 3.8		
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No)		Rating completed by:
<input checked="" type="radio"/> Yes <input type="radio"/> No		Sherri McNair
Department Head Name	Department Head Signature	Date
Kevin Kerrigan	 <small>Kevin Kerrigan (Mar 14, 2023 17:48 EDT)</small>	Mar 14, 2023