

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT  
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
8/7/2019	12/31/2019	8/7/2019	12/31/2019
PO Number			PO Date
Master Agreement			8/7/2019
Department	Purchasing and Contract Compliance		
Bid Number	18ITB010918A-CJC		
Service Commodity	Armored Car Services		
Contractor	Brink's Company		

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.

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

Comments:

☐ 0  
☐ 1  
☐ 2  
☒ 3  
☐ 4

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

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

Comments:

☐ 0  
☐ 1

0  
1  
2  
3  
4

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

Comments:

0  
1  
2  
3  
4

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

Comments:

0  
1  
2  
3  
4

Overall Performance Rating: 3.0

Would you select/recommend this vendor again? Check box for Yes. Leave Blank for No)	Rating completed by:	Charlie.Crockett
<input checked="" type="radio"/> Yes <input type="radio"/> No		

Department Head Name	Department Head Signature	Date
		12/14/2017

