



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
04/01/2022	06/30/2022	01/1/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
DO 012422-0068		01/24/2022	

Department

REAL ESTATE AND ASSET MANAGEMENT

Bid Number	Service Commodity
21ITB1302418G-CG	STANDBY PLUMBING REPAIR
Contractor	

TALON PROPERTY SERVICES

Performance Rating

0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.
1 = Poor	Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customer somewhat satisfied.
2 = Satisfactory	Archives 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	Archives 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	Archives 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)

☐	0	Comments: Vendor provided services and goods that complies with the specifications. Technicians assigned to the work were sufficiently knowledgeable.
☐	1	
☐	2	
☒	3	
☐	4	

2. Timeliness of Performance

(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)

☐	0	Comments: Response to calls needs a little improvement, but after discussing with Mr. Robert Heller of Talon Property Services, he agreed to make improvements in the way they respond.
☐	1	
☒	2	
☐	3	
☐	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Comments: Vendor has improved their communications and quality of response to inquiries. Their office staff provided excellent responses to calls and inquiries and never was there an occasion where calls were not answered. Vendor showed lot of interest in improving business relations.
☐	1	
☐	2	
☒	3	
☐	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
	0	Comments: The work was always to technical specifications. Never was there a need for call back. However improvements need to be made in work area preservation and cleanup. Within budget always. Invoicing was detailed and thoroughly professional.
	1	
☐	2	
☐	3	
☒	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Comments: Contractor's key personnel possessed credentials and experience sufficient to undertake assigned work. Good Supervision of field services and very effective support from Admin Staff was available.
☐	1	
☐	2	
☒	3	
☐	4	

Overall Performance Rating	3.00	Date	7/27/2022
Would you select/recommend this vendor again?		☒ Yes	☐ No
Rating completed by:	Vijaya Nair		
Department Head Name:	Joseph Davis		
Department Head Signature	<i>Joseph Davis</i>		

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GOODS AND COMMODITIES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
4/01/2022	6/30/2022	1/01/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
520 012422-0069		1/24/2022	
Department			
Real Estate And Asset Management			
Bid Number		Service Commodity	
21ITB1302418C-CG		Standby Plumbing Maintenance & Repair	
Contractor			
J2 Connect Inc.			
Performance Rating			
0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.		
1 = Poor	Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customer somewhat satisfied.		
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4 = Excellent	Archives 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)	
☐	0	Comments Vendor meets the specification compliance requirements. The Administration team was knowledgeable and delivered as needed. Personnel Qualifications was met contract requirements.	
☐	1		
☐	2		
☐	3		
☒	4		
2. Timeliness of Performance		(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/Change – On Time Completion Per Contract)	
☐	0	Comments Vendor did improve in meeting the Milestones Per Contract. Response time was acceptable and noted. Vendor Responsiveness to direction and change as needed has improved. On time completion is in good standings Per the end user.	
☐	1		
☐	2		
☒	3		
☐	4		

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Comments Vendor did respond to inquiries in a timely manner. Also notified end user of issues that had impacted response time and completion.
☐	1	
☐	2	
☒	3	
☐	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)
☐	0	Comments Vendor did meet user quality expectations and specifications. Invoicing was delivered in a timely manner.
☐	1	
☐	2	
☒	3	
☐	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Comments Vendors Techs demonstrates professionalism and has the credentials and experience. good management in delivering. Also noticed vendor is working on improving in this area.
☐	1	
☐	2	
☒	3	
☐	4	

Overall Performance Rating	3.20	Date	7/28/2022
Would you select/recommend this vendor again?	☒ Yes	☐ No	
Rating completed by:	Benjamin. Wright		
Department Head Name:	Joseph Davis		
Department Head Signature	<i>Joseph Davis</i>		

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PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
04/01/22	06/30/22	01/01/22	12/31/22
Purchaser Order Number		Purchase Order Date	
012622*095		01/26/22	
Department			
Real Estate and Asset Management			
Bid Number		Service Commodity	
21ITB1302418C-CG		Standby Plumbing Repair Services	
Contractor			
B & W Mechanical Contractors, Inc			
Performance Rating			
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1. Quality of Goods/Services		(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification)	
☐ 0	Comments: Everyone is very knowledgeable and provides excellent quality of work.		
☐ 1			
☐ 2			
☐ 3			
☒ 4			
2. Timeliness of Performance		(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)	
☐ 0	Comments: Work is always completed in a timely manner.		
☐ 1			
☐ 2			
☒ 3			
☐ 4			

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Comments: Response time is great and very professional in addressing plumbing issues.
☐	1	
☐	2	
☐	3	
☒	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
	0	Comments: Contractor meets expectation and always available when call upon. Sometimes a little slow with the invoicing after work is completed.
	1	
☐	2	
☒	3	
☐	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Comments: Wonderfully relationship with office personnel as well as technical staff
☐	1	
☐	2	
☐	3	
☒	4	

Overall Performance Rating	3.60	Date	7/1/2022
Would you select/recommend this vendor again?		☒ Yes	☐ No
Rating completed by:	Wadell Prothro		
Department Head Name:	Joseph Davis		
Department Head Signature	<i>Joseph Davis</i>		

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