



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
09/01/2021	12/31/2021	01/01/2021	12/31/2021

Purchaser Order Number	Purchase Order Date
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Department	Sheriff's Office
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Bid Number	Service Commodity
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18ITB060118B-BR

Contractor	U.S. Corrections, LLC
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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
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<input type="radio"/>	0	Comments
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	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)
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<input type="radio"/>	0	Comments
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/> 0	<input type="radio"/> 1	Comments
<input type="radio"/> 2	<input type="radio"/> 3	
<input type="radio"/> 4		
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
<input type="radio"/> 0	<input type="radio"/> 1	Comments
<input type="radio"/> 2	<input checked="" type="radio"/> 3	
<input type="radio"/> 4		
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/> 0	<input type="radio"/> 1	Comments
<input type="radio"/> 2	<input type="radio"/> 3	
<input checked="" type="radio"/> 4		

Overall Performance Rating	3.40	Date	01/20/2022
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Rating completed by:	Shaurnetria Freeman		
Department Head Name:	<i>G. B. How</i> 2297		
Department Head Signature	<i>S. M. S.</i>		

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 Submit to Purchasing
 Print a copy for your records
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