



## DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

### CONTRACTORS PERFORMANCE REPORT

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2021	12/31/2021	1/1/2022	12/31/2022

Purchaser Order Number	Purchase Order Date
DO 405 2022-AML(LN#234)	2/4/2022

Department Juvenile Court
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Bid Number	Service Commodity
DO 405 2022-AML(LN#234)	Software Maintenance/Support

Contractor : Canyon Solutions, Inc.
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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
	0	JCATS is 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 .
	1	
	2	
X	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	JCATS delivers on services needed to be provided within the time frame.

	1
	2
X	3
	4

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
	0	Representative from Canyon solution provide prompt response when inquires are made.
	1	
	2	
X	3	
	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)
	0	The service quality level provided by Canyon Solution is good.
	1	
	2	
X	3	
	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
	0	
	1	
	2	
X	3	
	4	

Overall Performance Rating	3.0	Date 3/21/2022	
Would you select/recommend this vendor again?	Yes		
Rating completed by:	Timothy Ezell		
Department Head Name:	Timothy Ezell, Chief Administrative Officer		
Department Head Signature			