



DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

Report Period Start		Report Period End		Contract Period Start		Contract Period End	
10/20/2021		9/30/2021		10/20/2020		9-30/2021	
Purchaser Order Number				Purchase Order Date			
19RFP100-119-CJCRN1				4-14-2021			
Department JUVENILE COURT							
Bid Number				Service Commodity			
19RFP100119A-CJC				Specific Evidence-Based Delinquency Prevention Programming			
Contractor CHRIS180							
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	CHRIS180 provided trauma focused therapy to youth under the supervision of Juvenile Court. Services were delivered as outlined in the contract.					
	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	Feedback and communication was timely and clear.					

	1
	2
X	3
	4

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
	0	Problems were addressed immediately.
	1	
	2	
x	3	
	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)
	0	There were issues with invoicing but after having several meetings, the issues were resolved.
	1	
	2	
x	3	
	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
	0	The personnel assigned to the contract are efficient, courtesy and experienced. They are invested in the well being of the youth and their family.
	1	
	2	
	3	
X	4	

Overall Performance Rating	3	Date	3-17-2022
Would you select/recommend this vendor again?	yes		
Rating completed by:	Tomiko D. Williams		
Department Head Name:	Timothy Ezell		
Department Head Signature	<i>Timothy Ezell</i>		