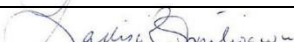




**DEPARTMENT OF PURCHASING &  
CONTRACT COMPLIANCE**

**CONTRACTORS PERFORMANCE REPORT**

|                              |   |  |  |   |  |                     |  |
|------------------------------|---|--|--|---|--|---------------------|--|
| Report Period Start          |   | Report Period End  |  | Contract Period Start   |  | Contract Period End |  |
| 10/1/2021                    |   | 12/31/2021   |  | 1/1/2021  |  | 12/31/2021          |  |
| Purchaser Order Number       |   |  |  | Purchase Order Date   |  |                     |  |
|                              |   |  |  |   |  |                     |  |
| Department – Senior Services |   |  |  |   |  |                     |  |
|                              |   |  |  |   |  |                     |  |
| Bid Number 18RFP115491A-CJC  |   |  |  | Service Commodity – Alternative Senior Transportation Services                                      |  |                     |  |
|                              |   |  |  |   |  |                     |  |
| Contractor - Common Courtesy |   |  |  |   |  |                     |  |
|                              |   |  |  |   |  |                     |  |
| <b>Performance Rating</b>    |   |  |  |   |  |                     |  |
| 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 | The contractor is in compliance with providing the service delivery model of coordinated transportation services with TNC (Transportation Network Companies) Uber/Lyft for eligible seniors. The contractor provides monthly reports, on time. All the staff are assessed and have the skills required to deliver the transportation services. The contractor maintains the partnership with Uber and Lyft services. |  |   |  |                     |  |
|                              | 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 | The contractor provides great response time per the agreement. The contractor follows the direction of the Department and meet the needs required.   |                |
|   | 1 |  |                |
|   | 2 |  |                |
| X   | 3 |  |                |
|   | 4 |  |                |
|   |   |  |                |
| 3. Business Relations                         |   | (Responsiveness to Inquires – Prompt Problem Notifications)  |                |
|   | 0 | The contractor will respond via telephone or email if there are issues or inquiries with the service delivery model. The contractor is very helpful to assist and find resolutions to any problems in service.   |                |
|   | 1 |  |                |
|   | 2 |  |                |
| X   | 3 |  |                |
|   | 4 |  |                |
|   |   |  |                |
| 4. Customer Satisfaction                      |   | (Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)  |                |
|   | 0 | The contractor provides proper invoicing. Ridership has been increasing, during this quarter the average trip cost increased by \$6.19, from \$117.01 to \$123.20. In addition registrations have increased this quarter from 3,034 in October to 3,161 in December. To meet the demand for the to stay within budget, the Department will be seeking a spending authority increase and implementing control measures once approved. |                |
|   | 1 |  |                |
|   | 2 |  |                |
| X   | 3 |  |                |
|   | 4 |  |                |
|   |   |  |                |
| 5. Contractors Key Personnel                  |   | (Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)  |                |
|   | 0 | The contractor's credentials align with the needed experience and appropriateness to deliver the services for Alternative Senior Transportation Services.  |                |
|   | 1 |  |                |
|   | 2 |  |                |
| X   | 3 |  |                |
|   | 4 |  |                |
| Overall Performance Rating                    |   | 3.0  | Date 2/28/2022 |
| Would you select/recommend this vendor again? |   | Yes  |                |
| Rating completed by:                          |   | Andre M. Danzy, Program Manager  |                |
| Department Head Name:                         |   | Ladisa Onyiliogwu  |                |
| Department Head Signature                     |   |   |                |