



**DEPARTMENT OF PURCHASING &  
CONTRACT COMPLIANCE**

**CONTRACTORS PERFORMANCE REPORT**

**PROFESSIONAL SERVICES**

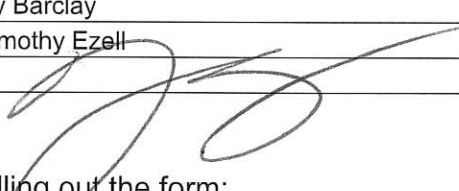
Report Period Start	Report Period End	Contract Period Start	Contract Period End
July 1, 2021	June 30, 2022	July 1, 2021	June 30, 2022
Purchaser Order Number		Purchase Order Date	
PO 405 20RFP125479A-CJC		09/24/2021	
Department			
Fulton County Juvenile Court			
Bid Number	Service Commodity		
20RFP125479ACJC	Accountability Courts Treatment Modalities		
Contractor <b>Divas Inc.</b>			

**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)
<input type="radio"/>	0	Ms. Strozier with DIVAS, INC provided excellent service to our programs. Ms. Strozier and her team scheduled weekly treatment groups, provided treatment reports, entered data into our case management system, Connexis and attending weekly staffing meetings.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" 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)
<input type="radio"/>	0	Ms. Strozier with DIVAS, INC provided a schedule detailing each meeting date and time. Ms. Strozier and her team were also prompt and prepared to facilitate each treatment team meeting. Ms. Strozier did an excellent job with entering treatment notes in a timely manner.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Ms. Strozier with DIVAS, INC always made herself available to discuss any programmatic issues and/or concerns. She and her team adjusted well during the pandemic and were able to continue to provide excellent services via multiple secure virtual platforms.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)
	0	Ms. Strozier with DIVAS, INC submitted invoices as directed by the court. Invoices are requested on a monthly basis. Her invoices were detailed and listed the date and time for each weekly treatment group.
	1	
	2	
	3	
x	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	Ms. Strozier with DIVAS, INC provided the appropriate documentation showing that all personnel working directed with program participants have been certified to facilitate treatment groups.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	3.60	Date	5/27/2022
Would you select/recommend this vendor again?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Rating completed by:	Tiffany Barclay		
Department Head Name:	Timothy Ezell		
Department Head Signature			

After you have completed filling out the form:  
 Submit the form to Purchasing  
 Print a copy of the form

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