



**DEPARTMENT OF PURCHASING &  
CONTRACT COMPLIANCE**

**CONTRACTORS PERFORMANCE REPORT**

**PROFESSIONAL SERVICES**

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2022	6/30/2022	1/1/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
520- 022222000000000247		4/28/2022	

Department

DREAM

Bid Number	Service Commodity
20ITB126000C-GS	Asphalt/Concrete Pavement Maintenance and Repair Services

Contractor

CRM Construction Services

**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	Quality of goods and services are excellent. Personnel are qualified and experienced with good technical excellence. Reports and administration are efficient and prompt.
<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	Generally descent with repsonse time for projects but many times submittals for proposals take way too long. Even for simple projects. Otherwise repsonds well to change in directions or change in scope.
<input type="radio"/>	1	
<input checked="" type="radio"/>	2	
<input type="radio"/>	3	
<input type="radio"/>	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Good business relations; effective and efficient with problem notifications or updates on schedules. Need to be better on delays for request for proposals.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" 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	Customers were always satisfied and met specs stated in contract. User quality was good. Sometimes over budget but still seems a bit expensive even though increase in products with inflation is known.
<input type="radio"/>	1	
<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	Personnel are effective, experienced with proper credentials. Management is always available; for calls, emails etc
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	3.20	Date	July 19, 2022
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	Mark Moore		
Department Head Name:	Joseph N. Davis		
Department Head Signature			