

## DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

	COMPLIANCE							
	CONTRACTORS PERFORMANCE REPORT							
	PROFESSIONAL SERVICES							
Report Period Start Report Period End Contract Period Start Contract Period End								
				31/2022	1/01/2022	12/31/2022		
Purc		r Order Nun		0172022	Purchase Order Date	12/31/2022		
			14220000203		2/14/	2022		
Depa	artme							
			Departm	ent of Real Esta	te And Asset Management			
Bid I	Numb			Service Comm	ervice Commodity			
		ITB1258680	C-CG		Glass, Plexiglass re	pair		
Cont	tracto	r						
			В		JCTION COMPANY			
0 = 0	Jnsat	isfactory	effective and customer dis	ntract requireme l/or efficient; un ssatisfaction.	Performance Rating act requirements less than 50% of the time not responsive, r efficient; unacceptable delay; incompetence; high degree of atisfaction.			
1 = F	Poor		effective and	l/or efficient; de	act requirements 70% of the time. Marginally responsive, r efficient; delays require significant adjustments to programs; key rginally capable; customer somewhat satisfied.			
2 = Satisfactory and/or efficient adjustments; e			and/or efficie adjustments intervention;	ent; delays are e ; employees are customers indi	act requirements 80% of the time. Generally responsive, effective t; delays are excusable and/or results in minor programs employees are capable and satisfactorily providing service without ustomers indicate satisfaction.			
3 = Good Archives contra and/or efficient are highly com			and/or efficie	ent; delays have	act requirements 90% of the time. Usually responsive; effective t; delays have not impact on programs/mission; key employees upetent and seldom require guidance; customers are highly			
4 = Excellent Archives contr highly efficient			highly efficie	nt and/or effect	act requirements 100% of the time. Immediately responsive; and/or effective; no delays; key employees are experts and al directions; customers expectations are exceeded.			
1. Quality of Goods/Services			ervices		on Compliance – Technical ministration – Personnel Qu			
00000	0 1 2 3 4		pair service w		e, and was of quality per th ne ability of technical excell	TORE DESCRIPTION CONTRACTOR		
2. Timeliness of Performance			ormance	agreement,	(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)			
O       0       Comments         O       1       Vendor met all requirements per contract. Responsiveness to redirecting and change was         O       2       well in range of contract compliance.         O       4			ecting and change was					

3. Bu	usine	ss Relations	(Responsiveness to Inquires – Prompt Problem Notifications)				
0	0	Comments					
0	1		o inquirios in a timoly manner				
0	2	and the second	o inquiries in a timely manner.				
Õ	3	Noulications was de	livered to end user during potential delays in completion time.				
Õ	4						
4. Cı	ustom		User Quality Expectations – Met Specification – Within Budget – er Invoicing – No Substitutions)				
	0	Comments					
	1	1231 BEDERGRAFSEDERGER	quality service and met all specifications according to the end user				
0	2	Contractor provided quality service and met all specifications according to the end user. Vendor Invoicing was delivered in a timely manner according to Management expectations.					
0	3	venuor involoning was delivered in a uniety manner according to management expectations.					
$\odot$	4						
5.00	ontra	ctors Key Personnel	(Credentials/Experience Appropriate – Effective				
5. Contractors Key Personnel Supervision/Management – Available as Needed)							
0	O 0 Comments						
0	1						
0	2	<ul> <li>Contractor and staff demonstrated professionalism, and was available as needed.</li> </ul>					
Ō	3						
Ō	) 4						

<b>Overall Performance Ratir</b>	ng 3.60	Date	9/02/2022
Would you select/recomm	nend this vendor again?	<ul> <li>Yes</li> </ul>	No No
Rating completed by:	Benjamin Wright		
Department Head Name:	Joseph Davis		
Department Head Signatu	re Geseph Davis		

After completing the form: Submit to Purchasing Print a copy for your records Save the form



Save



## DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT							
	PROFESSIONAL SERVICES						
Report Period S	Report Period Start Report Period End Contract Period Start Contract Period End						
04/01/22			0/22	Contract Period Start 01/01/22		Contract Period End 12/31/22	
Purchaser Orde			10122	Purchase Order Date		12/31/22	
		222*140			2/02/2	12	
Department					10212		
		Rea	al Estate and	Asset Management			
Bid Number		S	Service Comm				
20ITB12	5868C	-CG	Gla	ss and Plexiglas Repair a	and R	leplacement	
Contractor							
				ass, LLC			
		<u> </u>		nce Rating			
0 = Unsatisfacto	rv	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.					
ana ang ang ang ang ang ang ang ang ang	- Alexandra (Alexandra)						
			(Specification	Compliance Techni		veellen ee	
			Reports/Adr	on Compliance – Technic ministration – Personnel	Quali	fication	
		ents:Quality of services are good. The contractor is very knowledgeable about the products.					

2. Tii	melin	(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)				
0	0					
Ô		Comments:Contractor performs timely and professional manner. They complete the tas				
Ó	2	hand as directed and in a timely manner.				
Ō	3					
0	4					

Description Description Description Natifications)									
3. BI	3. Business Relations (Responsiveness to Inquires – Prompt Problem Notifications)								
0	0	Comments:Good response time and good communication. They are prompt with completing tasks.							
0	2								
0	3	]							
$\odot$	4	of the first of a first							
4. Cı	uston	or Catictaction l'	t User Quality Expectations – Met Specification – Within Budget – per Invoicing – No Substitutions)						
	0	Comments:Contractor met quality expectation and within budget. Projects were finished in a							
0	2	professional and timely manner and within budget .							
ŏ	3								
Õ	4								
5. Co	5. Contractors Key Personnel (Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)								
0	) 0 Comments:Contractor's personnel is always available as needed. Key personnel were								
0	1	available when needed. They did a great job with being responsive and solving our issues.							
0	2	- They seem to be very knowledgeable about their products.							
0	3		sy momougousie about their producte.						
0	4	-							

<b>Overall Performance Rating</b>	4.00	Date				
Would you select/recommer	nd this vendor again?	Yes	No			
Rating completed by: M	ichael Young					
Department Head Name:	JOSEPH DAV	is				
Department Head Signature						
	00					

After completing the form: Submit to Purchasing Print a copy for your records Save the form

