



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
04/01/2022	06/30/2022	01/1/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
DO 012422-0068		01/24/2022	

Department

REAL ESTATE AND ASSET MANAGEMENT

Bid Number	Service Commodity
21ITB1302418G-CG	STANDBY PLUMBING REPAIR
Contractor	

TALON PROPERTY 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	Comments: Vendor provided services and goods that complies with the specifications. Technicians assigned to the work were sufficiently knowledgeable.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input 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	Comments: Response to calls needs a little improvement, but after discussing with Mr. Robert Heller of Talon Property Services, he agreed to make improvements in the way they respond.
<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	Comments: Vendor has improved their communications and quality of response to inquiries. Their office staff provided excellent responses to calls and inquiries and never was there an occasion where calls were not answered. Vendor showed lot of interest in improving business relations.
<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	Comments: The work was always to technical specifications. Never was there a need for call back. However improvements need to be made in work area preservation and cleanup. Within budget always. Invoicing was detailed and thoroughly professional.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	Comments: Contractor's key personnel possessed credentials and experience sufficient to undertake assigned work. Good Supervision of field services and very effective support from Admin Staff was available.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

Overall Performance Rating	3.00	Date	7/27/2022
Would you select/recommend this vendor again?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Rating completed by:	Vijaya Nair		
Department Head Name:	Joseph Davis		
Department Head Signature	<i>Joseph Davis</i>		

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**DEPARTMENT OF PURCHASING &
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CONTRACTORS PERFORMANCE REPORT

GOODS AND COMMODITIES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
4/01/2022	6/30/2022	1/01/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
520 012422-0069		1/24/2022	
Department			
Real Estate And Asset Management			
Bid Number	Service Commodity		
21ITB1302418C-CG	Standby Plumbing Maintenance & Repair		
Contractor			
J2 Connect Inc.			

Performance Rating

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1. Quality of Goods/Services

(Specification Compliance – Technical Excellence –
Reports/Administration – Personnel Qualification)

<input type="radio"/>	0	Comments
<input type="radio"/>	1	Vendor meets the specification compliance requirements. The Administration team was knowledgeable and delivered as needed. Personnel Qualifications was met contract requirements.
<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	Comments
<input type="radio"/>	1	Vendor did improve in meeting the Milestones Per Contract. Response time was acceptable and noted. Vendor Responsiveness to direction and change as needed has improved. On time completion is in good standings Per the end user.
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Comments Vendor did respond to inquiries in a timely manner. Also notified end user of issues that had impacted response time and completion.
<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 – So Substitutions)
<input type="radio"/>	0	Comments Vendor did meet user quality expectations and specifications. Invoicing was delivered in a timely manner.
<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	Comments Vendors Techs demonstrates professionalism and has the credentials and experience. good management in delivering. Also noticed vendor is working on improving in this area.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

Overall Performance Rating	3.20	Date	7/28/2022
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	Benjamin. Wright		
Department Head Name:	Joseph Davis		
Department Head Signature	<i>Joseph Davis</i>		

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PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
04/01/22	06/30/22	01/01/22	12/31/22
Purchaser Order Number		Purchase Order Date	
012622*095		01/26/22	
Department			
Real Estate and Asset Management			
Bid Number		Service Commodity	
21ITB1302418C-CG		Standby Plumbing Repair Services	
Contractor			
B & W Mechanical Contractors, Inc			
Performance Rating			
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1. Quality of Goods/Services		(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification)	
<input type="radio"/>	0	Comments: Everyone is very knowledgeable and provides excellent quality of work.	
<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	Comments: Work is always completed in a timely manner.	
<input type="radio"/>	1		
<input type="radio"/>	2		
<input checked="" type="radio"/>	3		
<input type="radio"/>	4		

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Comments: Response time is great and very professional in addressing plumbing issues.
<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 – No Substitutions)
	0	Comments: Contractor meets expectation and always available when call upon. Sometimes a little slow with the invoicing after work is completed.
	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	Comments: Wonderfully relationship with office personnel as well as technical staff
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	3.60	Date	7/1/2022
Would you select/recommend this vendor again?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Rating completed by:	Wadell Prothro		
Department Head Name:	Joseph Davis		
Department Head Signature	<i>Joseph Davis</i>		

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