

## DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACT COMPLIANCE							
CONTRACTORS PERFORMANCE REPORT							
PROFESSIONAL SERVICES							
Report Period Start Report Perio		eriod End	Contract Period Start	Contract Period End			
Purchaser Order Nun	nber		Purchase Order Date				
_							
Department							
Bid Number		Service Comm	ervice Commodity				
Contractor		·					
	A		ince 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				
0 1 2 3 4							
2. Timeliness of Performance		agreement,	(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)				
0 1 2 3 4							

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)		
0		·····		
1				
2				
3				
4				
4. Custome		t User Quality Expectations – Met Specification – Within Budget – per Invoicing – No Substitutions)		
0				
1				
2				
3				
4				
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective		
		Supervision/Management – Available as Needed)		
0				
1				
2				
3				
4				

Overall Performance Ratin	g	Date			
Would you select/recommend this vendor again?					
Rating completed by:					
Department Head Name:					
Department Head Signatu	e di	DI CH			

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