

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					
			sivice commonly					
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.			ne not responsive, tence; high degree of				
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		s Relations	(Responsiveness to Inquires – Prompt Problem Notifications)		
	0				
	1				
	2				
	3				
	4				
4. Customer Satisfaction – Within Budget – Proper Invoicing – No Substitutions)					
	0				
	1				
	2				
	3				
	4				
5. Co			(Credentials/Experience Appropriate – Effective		
51.00			Supervision/Management – Available as Needed)		
	0				
	1				
	2				
	3				
	4				

Overall Performance Ratir	g	Date			
Would you select/recommend this vendor again?					
Rating completed by:					
Department Head Name:		AL AL			
Department Head Signatu	re	17 Ch			
		19.00			

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