



**DEPARTMENT OF PURCHASING &  
CONTRACT COMPLIANCE**

**CONTRACTORS PERFORMANCE REPORT**

Report Period Start		Report Period End		Contract Period Start		Contract Period End	
04/21/2021		11/30/2022		04/21/2021		11/30/2022	
Purchaser Order Number				Purchase Order Date			
Department – Department of Community Development							
Bid Number N/A				Service Commodity – Professional Services			
Contractor - Pathways Community Network							
<b>Performance Rating</b>							
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						
x	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)		
	0			
	1			
	2			
	3			
x	4			
3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)		
	0			
	1			
	2			
	3			
x	4			
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)		
	0			
	1			
	2			
	3			
x	4			
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)		
	0			
	1			
	2			
	3			
x	4			
Overall Performance Rating		4	Date	11/2/2022
Would you select/recommend this vendor again?		Yes		
Rating completed by:		Dawn Butler		
Department Head Name:		Stanley Wilson		
Department Head Signature				