

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE			
CONTRACTORS PERFORMANCE REPORT PROFESSIONAL SERVICES			
Report Period Start 10/1/20	Report Period End 12/31/20	Contract Period Start 1/1/20	Contract Period End 12/31/20
PO Number 17ITB110014A-YJ		PO Date 02/18/20	
Department Public Works			
Bid Number			
Service Commodity Water Quality Monitoring			
Contractor R2T, Inc			

0 = Unsatisfactory	<i>Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.</i>
1 = Poor	<i>Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.</i>
2 = Satisfactory	<i>Achieves 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 with intervention; customers indicate satisfaction.</i>
3 = Good	<i>Achieves contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees highly competent and seldom require guidance; customers are highly satisfied.</i>
4 = Excellent	<i>Achieves 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.</i>

1. Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

- Comments:**
Contractor consistently provides excellent services, adheres to project specifications, provides accurate reports. Contractor's personnel are well qualified.
- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

2. Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

- Comments:**
Contractor consistently meets milestones set by County. Contractor always responsive to direction.
- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

3. Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

Contractor provides notifications and responds to inquiries quickly and accurately.

4. Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

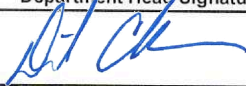
Contractor meets user expectations consistently. Performs project within budget. Provides accurate and timely invoicing.

5. Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

Contractors key personnel are well qualified for project. Management is effective.

Overall Performance Rating: 4.0		
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No)		Rating completed by:
<input checked="" type="radio"/> Yes <input type="radio"/> No		N. L. Ammons
Department Head Name	Department Head Signature	Date
David Clark		1/13/21