

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE			
CONTRACTORS PERFORMANCE REPORT GOODS AND COMMODITIES SERVICES			
Report Period Start	Report Period End	Contract Period Start	Contract Period End
4/1/21	6/30/21	1/1/21	12/31/21
PO Number			PO Date
21SC128556-CG			1/1/21
Department	DREAM		
Bid Number	20ITB125327C-CG		
Service Commodity	Portable Moving and Storage Unit- Rental		
Contractor	CLR Solutions		

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 without 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 are 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)

☐ 0

Comments:

☐ 1

☐ 2

☐ 3

☒ 4

This vendor provided all new storage equipment on site at the agreed upon date and time

2. Timeliness
of
Performance
Milestones
Met Per

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

The vendor respond to all calls for pickup and delivery of storage containers as soon as they are notified.

3. Business Relations (Responsiveness to Inquires-Prompt Problem Notification)

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

The prompt response to all request made by this section is excellent.

4. Customer Satisfaction Met End User Quality Expectations-Met Specifications-Within Budget-Proper Invoicing-No Substitutions.

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

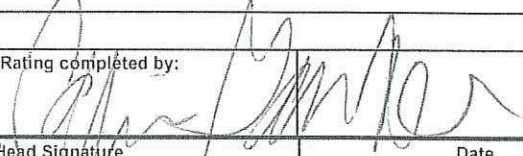
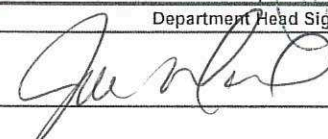
The vendor meets all the expectations and specifications provided by the customer.

5. Contractors Key Personnel (-Effective Management - Credentials/Experience - Ability to Accomplish Mission - Conduct)

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

This vendor's personnel is customer focused and has excellent customer service skills.

Overall Performance Rating: 4.0		Rating completed by: 	
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No)			
<input checked="" type="radio"/> Yes <input type="radio"/> No			
Department Head Name	Department Head Signature	Date	
Joseph Davis		7/2/2021	