

| DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE |                      |                       |                     |
|--|----------------------|-----------------------|---------------------|
| CONTRACTORS PERFORMANCE REPORT<br>SERVICES     |                      |                       |                     |
| Report Period Start                            | Report Period End    | Contract Period Start | Contract Period End |
| 4/1/21   | 6/30/21              | 1/21/21               | 12/31/21            |
| PO Number                                      |                      |                       | PO Date             |
|  |                      |                       |                     |
| Department                                     | DREAM                |                       |                     |
| Bid Number                                     | 20ITB125973C-CG      |                       |                     |
| Service Commodity                              | ELECTRONIC RECYCLING |                       |                     |
| Contractor                                     | NOVUS SOLUTIONS      |                       |                     |

|                    |  |
|--------------------|--|
| 0 = Unsatisfactory | Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.   |
| 1 = Poor           | 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.   |
| 2 = Satisfactory   | 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. |
| 3 = Good           | 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.  |
| 4 = Excellent      | 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.  |

1. Project Development (-Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification)

- Comments:
- This vendor meets all requirements concerning technical specifications required for recycling electronic waste.
- ☐ 0  
☐ 1  
☐ 2  
☐ 3  
☒ 4

2. Design (-Were Milestones Met Per Contract – Reliability – Responsiveness to Direction/Change – On Time Completion – Liquidated Damages)

- ☐ 0  
☐ 1  
☐ 2  
☐ 3  
☒ 4

Comments:

The vendor makes all pickups per scheduled agreement.

3. Award - Proposal Development (-Met Timeless/Due Dates - Reasonable/Cooperative - Flexible/Motivated - Prompt Problem Notification)

- ☐ 0  
☐ 1  
☐ 2  
☐ 3  
☒ 4

Comments:

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

4. Construction (-Mobilization Timely - Were Milestones Met - Met/Exceeded Specifications - Within Budget Performance - Proper Invoicing - Quality of Work - Responsive to Owner)

- ☐ 0  
☐ 1  
☐ 2  
☐ 3  
☐ 4

Comments:

The vendor meets all the expectations and specifications of the customer and provided proper documentation for end of life cycle records.

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

- ☐ 0  
☐ 1  
☐ 2  
☐ 3  
☒ 4

Comments:

This vendor's personnel has extensive E waste knowledge and provides valuable advice on the disposal methods.

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