

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE			
CONTRACTOR'S PERFORMANCE REPORT PROFESSIONAL SERVICES			
Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2021	6/30/2021	1/1/2021	12/31/2021
PO Number			PO Date
Department	FINANCE		
Bid Number	17RFP109028C-CL		
Service Commodity	Voluntary Benefits (Accident, Whole Life, Flexible Spending Accounts)		
Contractor	Aflac		
<p><b>0 = Unsatisfactory</b> Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient; unacceptable delay, incompetence, high degree of customer dissatisfaction.</p> <p><b>1 = Poor</b> 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.</p> <p><b>2 = Satisfactory</b> 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.</p> <p><b>3 = Good</b> 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.</p> <p><b>4 = Excellent</b> 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.</p>			

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

Comments:

Vendor provides affordable Plans. The plan designs are administered in accordance with was approved by the Board of Commissioners.

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:

The vendor achieves the contract requirements.

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

Comments:

The vendor responds timely to the County's on inquiries and issues

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

Comments:

Overall the vendor has met the County's expectation on plans

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

Comments:

We are pleased with the overall performance of our Account Administrative team.

Overall Performance Rating: 3.6		
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No) <input checked="" type="radio"/> Yes <input type="radio"/> No	Rating completed by:	melissa.barnett
Department Head Name	Department Head Signature	Date
Hakeem Oshikoya	<i>Hakeem Oshikoya</i>	8/20/2021