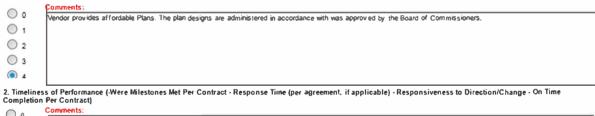
DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE								
CONTRACTORS PERFORMANCE REPORT PROFESSIONAL SERVICES								
Report Period Start	Report Period End	Contract Period Start	Contract Period End					
1/1/2021	6/30/2021	1/1/2021	12/31/2021					
PO Number			PO Date					
- 			L					
Department	FINANCE			~				
Bid Number	17RFP109028C-CL							
Service Commodity	ve Commodity Voluntary Benefits (Accident, Whole Life, Flexible Spending Accounts)							
Contractor	Aflac							
0 = Unsatisfactory	Achieves contract req and/or efficient, unac dissatisfaction.	uirements less than 50% ceptable delay, incompe	of the time, not respo lence, high degree of	nsive, effective customer				
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 99% 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. Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)



01	The vendor achieves the contract requirements
2	
3	
O 4	

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

0.	Comments;					
0	The vendor responds timely to the County's on inquiries and issues					
0 1						
0 2						
Оз						
4. Customer	r Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)					
00	Comments:					
0 1	Overall the vendor has met the County's expectation on plans					
0 2						
🔘 з						
5. Contract	tors Key Personnel (Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)					

0.	Comments:
00	We are pleased with the overall performance of our Account Administrative team
01	
0 2	
03	

Overall Performance Rating: 3.6					
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No)		Rating completed by:	melissa, barnett		
● Yes ○ No					
Department Head Name	, De	partment Head Signature		D	Date
Hakeem Oshikoya	Hakeem) Oshikov	1a	8/20/2021	
		0			