

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	19-RFP060519C-MH		
Service Commodity	Employee Healthcare Benefits		
Contractor	Anthem (BCBS)		

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

Comments:

Vendor administers a quality medical and pharmacy plans for active employees, retirees and their enrolled dependents. Plan design and reporting meets our expectation and we are generally satisfied with the plan administration.

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 in a timely manner. Performance guarantees are in place and are generally adhered to.

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

Comments:

The vendor has assigned dedicated account representatives to respond to Fulton's concerns. The representatives are responsive and generally respond within 24 hours. Concerns are resolved and handled in an urgent and timely manner.

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

Comments:

The vendor has met the County's expectations, specifications and remained within the assigned budget.

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

Comments:

Key Personnel are generally available as needed, responsive and efficient.

Overall Performance Rating: 3.4		
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
Ray Turner for Hakeem Oshikoya	<i>Ray Turner</i>	8/23/2021