

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
Department	Finance		
Bid Number	19-RFP060519C-MH		
Service Commodity	Employee Healthcare Benefits		
Contractor	Kaiser Permanente		

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)

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

Overall, vendor administers a quality medical, pharmacy, wellness and disease management plans for active employees, pre-65 (Non-Medicare) retirees and their enrolled dependents. Plan design is administered according to the Board of Commissioners approval.

2. Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

The vendor generally achieve the contract requirements in a timely manner. Performance guarantees are in place and they are generally adhered to.

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

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

The vendor has assigned dedicated representatives to respond to Fulton's concerns. Response time have improved on time-sensitive matters.

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

☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

The vendor has met the County's expectations, specifications and remained within the assigned budget. Vendor invoicing continues to improve.

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

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

Key Personnel are available as needed and generally very responsive.

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
Ray Turner for Hakeem Oshikoya	<i>Ray Turner</i>	8/23/2021