

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 Benefits Health Plan (Vision)		
Contractor	Eye Med		

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:

0
1
2
3
4

The vendor provides a quality vision plan that is administered according to the plan design 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:

0
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4

Contract milestones and response times have met the County's expectation.

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

Comments:

0
1
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4

The administrative team is responsive and concerns are handled appropriately.

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

Comments:

0
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The vendor has met our expectation.

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

Comments:

0
1
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3
4

We are pleased with the overall performance of our Administrative team. They are professional and responsive.

Overall Performance Rating: <input type="text" value="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:	<input type="text" value="melissa.barnett"/>
Department Head Name	Department Head Signature	Date
Ray Turner for Hakeem Oshikoya	<i>Ray Turner</i>	<input type="text" value="8/23/2021"/>