

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE			
CONTRACTORS PERFORMANCE REPORT PROFESSIONAL SERVICES			
Report Period Start	Report Period End	Contract Period Start	Contract Period End
04/01/2021	07/31/2021	10/01/2020	09/30/2021
PO Number			PO Date
20PRESIDIO813B-EC			11/18/2020
Department	Information Technology		
Bid Number	SWC 99999-SPD-T20120501-0006		
Service Commodity	CISCO NETWORKING EQUIPMENT AND IT INFRASTRUCTURE PRODUCTS		
Contractor	PRESIDIO NETWORKED SOLUTIONS		

0 = Unsatisfactory	<i>Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.</i>
1 = Poor	<i>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.</i>
2 = Satisfactory	<i>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.</i>
3 = Good	<i>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.</i>
4 = Excellent	<i>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.</i>

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

Comments:

☐ 0  
☐ 1  
☐ 2  
☒ 3  
☐ 4

Good technical excellence.

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  
☐ 1  
☐ 2  
☒ 3  
☐ 4

Good performance responsiveness.

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

Comments:

☐ 0  
☐ 1  
☐ 2  
☒ 3  
☐ 4

Good business relations and prompt problem notifications

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

Comments:

☐ 0  
☐ 1  
☐ 2  
☒ 3  
☐ 4

Good quality expectations.

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

- ☐ 0  
☐ 1  
☐ 2  
☒ 3  
☐ 4

Comments:

Good experience with management.

Overall Performance Rating: 3.0- GOOD

Would you select/recommend this vendor again?  
(Check box for Yes. Leave Blank for No)

☐ Yes   ☐ No

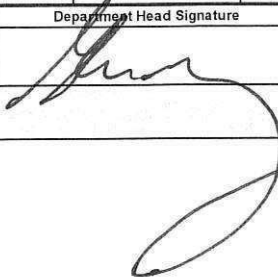
Rating completed by:

Ed Johnson

Department Head Name

Glenn Melendez

Department Head Signature



Date

7/21/21