

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
OTHER SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
4/1/2021	6/30/2021	1/1/2021	12/31/2021
PO Number			PO Date
Revenue Generating			
Department			
Bid Number			
Service Commodity			
Contractor	S & W Towing		

= 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>
= 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>
= 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>
= 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>
= 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>

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

0

1

2

3

4

Comments:
The contractor provides quality services.

. 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 contractor response time meets requirements. Jobs are completed and incident scenes are cleared quickly.

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

0

Comments:

- 1
- 2
- 3
- 4

Proper notifications are given if there's delays in responding to scenes.

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

- 0
- 1
- 2
- 3
- 4

Comments:
 The contractor has provided satisfactory customer services on scene. Polite and courteous to citizens. All standards have been met. They are willing to work with the department to make sure needs are met with customers.

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

- 0
- 1
- 2
- 3
- 4

Comments:
 Personnel are polite and knowledgeable. They are available as needed. Management is responsive in solving customer service problems.

Overall Performance Rating:

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"/>
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Department Head Name	Department Head Signature	Date
W WASTE YATES	<i>[Signature]</i>	8/20/2021