



**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
Purchaser Order Number		Purchase Order Date	
030321-0322		3/3/2021	
Department			
Real Estate and Asset Management			
Bid Number		Service Commodity	
19ITB120487C-MH		Generator System Maintenance and Repair Services	
Contractor			
Power and Energy Services			
Performance Rating			
0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.		
1 = Poor	Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customer somewhat satisfied.		
2 = Satisfactory	Archives 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	Archives 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	Archives 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	Contractor has very good Technical and Administrative Skills and Experience in their field and official staff to provide us services in compliant with the terms of our contract. Good communications have been proven by their entire staff with us in every aspect.	
☐	1		
☐	2		
☒	3		
☐	4		
2. Timeliness of Performance		(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)	
☐	0	Contractor have provided services within the stated time frame other than delayed caused by lead time on spare parts that were needed and ordered for completion of specific tasks.	
☐	1		
☐	2		
☒	3		
☐	4	Contractor have responded to calls within the time in compliant with our contract. Our milestones were met in majority of cases.	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Contractor's personnel have notified us of any unexpected changes in schedule of service in cases beyond their controls. Contractor have provided us quotes and answered our inquiries within the terms of our contact without any major delay.
☐	1	
☐	2	
☒	3	
☐	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	Contractor have met our expectation in quality of services that were within industry standards specifications. Invoicing have been timely and proper to match the quoted costs of parts and labor listed in the contract.
☐	1	
☐	2	
☒	3	
☐	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Contractor's Field personnel are very skilled who may never ask for guidance. Their Management and Field Crew have very good communication and coordination.
☐	1	
☐	2	
☒	3	
☐	4	

Overall Performance Rating	3.00	Date	7/22/2021
Would you select/recommend this vendor again?		☒ Yes	☐ No
Rating completed by:	Gurwant Obhi		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph N. Davis</i>		

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 Submit to Purchasing
 Print a copy for your records
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