



**DEPARTMENT OF PURCHASING &  
CONTRACT COMPLIANCE**

**CONTRACTORS PERFORMANCE REPORT**

**PROFESSIONAL SERVICES**

Report Period Start	Report Period End	Contract Period Start	Contract Period End
4/1/2021	7/1/2021	02/05/21	12/31/2021
Purchaser Order Number		Purchase Order Date	
DO 020521000*00195		02/05/2021	
Department			
REAL ESTATE AND ASSET MANAGEMENT			
Bid Number		Service Commodity	
19ITB120358C-GS		FIRE PROTECTION (SPRINKLER) SYSTEM MAINTENANCE	
Contractor			
VSC Fire and Security			
<b>Performance Rating</b>			
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)	
<input type="radio"/> 0	Contractor provided services and parts of good quality. The technicians possessed sufficient knowledge in their trade and reports and documentation were satisfactory		
<input type="radio"/> 1			
<input type="radio"/> 2			
<input checked="" type="radio"/> 3			
<input type="radio"/> 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)	
<input type="radio"/> 0	Always meeting milestones and deadlines. Response times were in line with contract and vendor was responsive to County schedule and changes		
<input type="radio"/> 1			
<input type="radio"/> 2			
<input checked="" type="radio"/> 3			
<input type="radio"/> 4			

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Vendor has maintained good business relations with contract management staff. Response to inquiries were satisfactory. Vendor has a system of problem notification and reporting and that has proved convenient in tracking maintenance events
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
<input type="radio"/>	0	Work meets quality expectations. Vendor is always within budget and invoices are accurate and timely. Vendor also has an invoice tracking system that helps pay invoices in a timely manner
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	Vendor's key personnel are all knowledgeable. Filed management is very good. Vendor's services and advices are available as needed.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

Overall Performance Rating	3.20	Date	8/25/21
Would you select/recommend this vendor again?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Rating completed by:	Vijay Nair		
Department Head Name:	Joseph N.Davis		
Department Head Signature	<i>Joseph N. Davis</i>		

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**CONTRACTORS PERFORMANCE REPORT**

**PROFESSIONAL SERVICES**

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Purchaser Order Number		Purchase Order Date	
DO 020521000*00196		02/05/2021	

Department

**REAL ESTATE AND ASSET MANAGEMENT**

Bid Number	Service Commodity
19ITB120358C-GS	FIRE PROTECTION (SPRINKLER) SYSTEM MAINTENANCE
Contractor	

**CENTRAL FIRE PROTECTION INC**

**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)

<input type="radio"/>	0	Contractor provided services and parts of very good quality. The technicians possessed excellence in their trade and reports and documentation were professional in standard
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	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)

<input type="radio"/>	0	Always meeting milestones and deadlines. Response time and responsiveness to directions need improvement. This is being worked on
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	



3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Vendor has maintained good business relations with contract management staff. Response to inquiries are delayed by one or two days. However most responses are positive and vendor is always adaptable to changes on County side
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
<input type="radio"/>	0	Work meets full satisfaction in technical matters involved. Vendor is always within budget and invoices are accurate and timely.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	Vendor's key personnel are all well informed and knowledgeable. Filed management require improvement. However vendor's services and advices are available as needed.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

Overall Performance Rating	3.40	Date	8/17/2021
Would you select/recommend this vendor again?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Rating completed by:	Vijay Nair		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph N. Davis</i>		

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