

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	6/30/2021	1/1/2021	12/31/2021
PO Number			PO Date
Department	Senior Services		
Bid Number	18RFP02082016A-CJC		
Service Commodity	Senior Transportation Services		
Contractor	Transdev		

= Unsatisfactory	Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.
= 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.
= 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.
= 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.
= 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)

☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

The contractor provides reports on time and is compliant with providing transportation services to eligible Fulton County seniors. The contractor employs qualified staff as indicated by quarterly monitoring.

2. 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 meets weekly and responds to all requests from the County without hesitation. The contractor meets the milestones and objectives per the contract. Contractor submits invoices and reports on time.

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

☐ 0
Comments:

- ☐ 1
☐ 2
☒ 3
☐ 4

The contractor is very responsive to all inquiries and questions. The contractor promptly contacts the department immediately on all problems or issues that may impact the service delivery model.

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

- ☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

Contractor meets all program specifications. The contractor stays within budgets and all invoices and supporting documentation is submitted correctly and on time. The contractor is below budget due the impact of Covid-19 Pandemic, but the contractor still provides quality services.

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

- ☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

Transdev employs experience personnel that have been providing Transportation services for the past 4 years.

Overall Performance Rating: 3.0

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

☐ Yes ☐ No

Rating completed by:

Andre' M. DANZG

Department Head Name

Department Head Signature

Date

Ladisa Onyiliogwu

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8/1/2021