



**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	7/31/2021	1/1/2021	12/31/2021
Purchaser Order Number		Purchase Order Date	
MA# MA 17RFP107440K-JDR3		2/22/2021	
Department			
Public Works			
Bid Number		Service Commodity	
17RFP107440K-JD		Professional Services for Airport Consultant and Engineering Service	
Contractor			
Michael Baker International, Inc.			
<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	The services are good and the technical expertise is there but not always available when needed. The plans & specs are great but they must hold to the approved plans & specs since they are governed by the FAA.		
<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	Most of the major milestones were met and their responsiveness is good and should be carried across all personnel for continuity of information. On time completion is difficult as they deal with contractors.		
<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	They are quick to respond to inquiries, questions & other needs. they provide generally concise answers, with references and documentation.
<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)
	0	We are generally satisfied with the quality of work on most projects. They are close to budget on most projects but their estimates are generally low.
	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	The personnel has all the required credentials and training as stated and listed. The expertise is there and available for use. Our expertise should be considered and used more.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	3.40	Date	
Would you select/recommend this vendor again?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Rating completed by:	Willie Franklin		
Department Head Name:	David Clark		
Department Head Signature			

After completing the form:  
 Submit to Purchasing  
 Print a copy for your records  
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Submit

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