

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
PO Number			PO Date
Department	Senior Services		
Bid Number	17RFP109210-A-FB		
Service Commodity	Comprehensive Nutrition Services		
Contractor	Open Hand Atlanta		

= 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.

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

<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input checked="" type="radio"/> 3 <input type="radio"/> 4	Comments: The contractor provides reports on time and is compliant with providing the Comprehensive Nutrition Services. This includes services through the Covid-19 Pandemic. The organization employs qualified staff and personnel to ensure the service delivery model.
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. Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input checked="" type="radio"/> 3 <input type="radio"/> 4	Comments: The contractor provides responses to inquiries in a timely manner. Contractor submits invoices and reports on time. The contractor meets as requested and weekly.
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. Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

<input type="radio"/> 0 Comments:

- ☐ 1
- ☐ 2
- ☒ 3
- ☐ 4

Contractor responds to all department inquiries, questions, and requests in a timely manner. The contractor is very quick to discuss any issues.

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

Comments:

- ☐ 0
- ☐ 1
- ☐ 2
- ☒ 3
- ☐ 4

The contractor provides proper invoicing and follows instructions to ensure invoices are coded to each funding source.

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

Comments:

- ☐ 0
- ☐ 1
- ☐ 2
- ☒ 3
- ☐ 4

The contractor has been providing this service for over 25 years. The supervision and management is very effective.

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