

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
OTHER SERVICES

| | | | |
|---------------------|---------------------------------|-----------------------|---------------------|
| Report Period Start | Report Period End | Contract Period Start | Contract Period End |
| 1/1/2021 | 5/31/2021 | 1/1/2021 | 12/31/2021 |
| PO Number | | | PO Date |
| 19ITB120718A-FB(... | | | 3/5/2021 |
| Department | Public Works | | |
| Bid Number | 19ITB120718A-FB | | |
| Service Commodity | Camera Manhole Inspection | | |
| Contractor | Video Industrial Services, Inc. | | |

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

1 = 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.

2 = 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.

3 = 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.

4 = 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:

Video Industrial Service (VIS) quality of work is good and delivery of inspection reports.

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 timeliness and responsiveness of request and assignment projects performance is good.

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

- ☐ 0
- ☐ 1

Comments:

- ☐ 2
☒ 3
☐ 4

VIS responds to inquiries whenever there is a request.

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

- ☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

VIS meets contract requirements and work is within budget.

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

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

Key personnel are knowledge and experience in performing the work.

Overall Performance Rating:

3.2

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

☒ Yes ☐ No

Rating completed by:

Charles.Nezianya

Department Head Name

Department Head Signature

Date

David Clerk

[Signature]

6/11/2021