

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	15RFP97857A-CJC		
Service Commodity	In-Home Services		
Contractor	Help At Home		

= Unsatisfactory	<i>Achieves contract requirements less than 50% of the time. Not responsive, effective and/or efficient; unacceptable delay, incompetence, high degree of customer dissatisfaction.</i>
= Poor	<i>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.</i>
= Satisfactory	<i>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.</i>
= Good	<i>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.</i>
= Excellent	<i>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.</i>

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 has encountered issues with providing services at 100%. However, during weekly updates, the contractor is not increasing services to seniors and having difficulty to hire more staff for Homemaker and Personal Care services. The contractor did have a staff change since last quarter. The contractor employs qualified personnel.

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 provides responses to inquiries in a timely manner. Contractor submits invoices and reports on time. The contractor has been impacted by the Covid-19 Pandemic. The contractor is still not meeting the milestones of the contract to provide services to 100% of referrals made.

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

☐ 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)

- ☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

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

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

- ☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

The supervision and management is very effective. The personnel are very qualified as indicated by the monitoring of the program.

Overall Performance Rating: 2.6

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

☐ Yes ☐ No

Rating completed by:

Andre' M. DANZY

Department Head Name

Department Head Signature

Date

Ladisa Onyiliogwu

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8/1/2021