



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

| | | | |
|-----------------------------------------|-------------------|---------------------------|---------------------|
| Report Period Start | Report Period End | Contract Period Start | Contract Period End |
| 08/01/21 | 09/14/21 | 07/01/21 | 12/31/21 |
| Purchaser Order Number | | Purchase Order Date | |
| DO 183 07292100000000000984 | | 07/29/21 | |
| Department | | | |
| Senior Services | | | |
| Bid Number | | Service Commodity | |
| #21ITB000011A-CJC | | Swimming Pool Maintenance | |
| Contractor United Pools Maintenance LLC | | | |

Performance Rating

| | |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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) |
| | 0 | Reports are good and detailed |
| | 1 | |
| | 2 | |
| x | 3 | |
| | 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) | |
| | 0 | Response time is good. We have not experienced any timeliness problems | |
| | 1 | | |
| | 2 | | |
| x | 3 | | |
| | 4 | | |
| | | | |
| 3. Business Relations | | (Responsiveness to Inquires – Prompt Problem Notifications) | |
| | 0 | Contractor is prompted and proactive regarding problems with pool. | |
| | 1 | | |
| | 2 | | |
| X | 3 | | |
| | 4 | | |
| | | | |
| 4. Customer Satisfaction | | (Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions) | |
| | 0 | Overall the contractor has met our quality of expectations. | |
| | 1 | | |
| | 2 | | |
| | 3 | | |
| X | 4 | | |
| | | | |
| 5. Contractors Key Personnel | | (Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed) | |
| | 0 | They are very qualified to do the work required for this contract. | |
| | 1 | | |
| | 2 | | |
| | 3 | | |
| X | 4 | | |
| Overall Performance Rating | | 3.4 | Date 9/14/21 |
| Would you select/recommend this vendor again? | | | |
| Rating completed by: | | Andre L. Gregory | |
| Department Head Name: | | Ladisa Onyiliogwu | |
| Department Head Signature | | <i>Ladisa Onyiliogwu</i> | |