



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

Report Period Start		Report Period End		Contract Period Start		Contract Period End	
06/01/21		08/31/21		01/01/21		12/31/21	
Purchaser Order Number				Purchase Order Date			
SWC80781							
Department							
Senior Services							
Bid Number				Service Commodity			
				Staffing Service			
Contractor Happy Faces Personnel Group, Inc.							
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	The Overall quality of service is good. There is a challenge in providing Lifeguards, Art and Computer Instructors but they work hard and most time we eventually get them.					
	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	The contractor responds in a timely matter.	
	1		
	2		
x	3		
	4		
3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)	
	0	Responsiveness is good.	
	1		
	2		
x	3		
	4		
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)	
	0	Contact met expectations within budget and were quick to resolve any invoicing issues.	
	1		
	2		
	3		
x	4		
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)	
	0	Contractor's staff is available and experienced.	
	1		
	2		
	3		
x	4		
Overall Performance Rating		3.4	Date 09/15/21
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>	