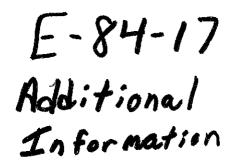


NASSAU COUNTY DEPARTMENT OF SOCIAL SERVICES 60 CHARLES LINDBERGH BLVD., SUITE 160 UNIONDALE, NEW YORK 11553-3686

Phone: 516-227-7474 Fax: 516-227-8432 Web: http://www.nassaucountyny.gov/



Contractor Evaluation Form

Contract Number:	***************************************	***************		+==++++++++++++++++++++++++++++++++++++	
Contract Name: ISLAND PEER	REVIEW ORGAN	NIZATION (IPRO)	P T P T R X X X 4 8 8 8 9 P F T. K S /	
Service Provided:M	EDICAID AUDIT	NG	*************	***************************************	
Evaluation Period: From: January	<i>1, 2016</i> To	o: <u>Octobe</u>	<u> 31, 2010</u>	ź	
Evaluator's Name, Title, Phone #:	JOHN FAUST	(516) 23	7-778	3 <i>8</i>	
Date:	2-3-16)	********	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
Please evaluate the contractor's performance through (e), provide your overall assess Definitions of the rating scale and ratic comments may be provided on a sep	essment of contracting factors are provarte sheet.	tor performa vided on the	nce and a back of th	nswer the fi is form. Ad	nal question. ditional
PERFORMANCE EVALUATION FACTORS	Unsatisfactory	Poor	Fair 3	Good 4	Excellent 5
	1	2		4	3
a. Quality of Service	THE RESIDENCE OF THE PARTY OF T				· · · · · · · · · · · · · · · · · · ·
b. Timeliness of Service	And the state of t				
c. Cost Effectiveness	with the filling of the state o				
d. Responsiveness to DSS Requests					· · · · · · · · · · · · · · · · · · ·
e. Number of Complaints					
f. Problem Resolution			-ahnul	pygg ypannuman	
Overall Performance Evaluation			A		i i i
Do you recommend the contractor for If rated 3 or lower & Yes checked, pleas		? (Yes) No	· M	3/2	100 S

Definition of Quantitative Scale:

1 = Unsatisfactory 2 = Poor 3 = Fair 4 = Good 5 = Excellent

TO INDITIONAL.	toly a root o aut t dood o internet
Unsatisfactory	Performance is not effective.
Poor	Performance is marginally effective.
Fair	Performance is somewhat effective.
Good	Performance is consistently effective.
Excellent	Performance exceeds expectations.

Definition of Rating Factors:

Quality of Service. This factor addresses the quality of service provided by the contractor. In assessing service quality, address the following questions:

- Does the vendor comply with contract requirements?
- Are reports accurate?
- Are vendor staff properly trained and managed?
- Does the vendor exhibit technical proficiency in service delivery?
- Does the vendor understands and embraces service and program goals?
- Is positive feedback received from customers served and DSS staff?

Timeliness of Performance. This factor addresses the timeliness of service delivery. In assessing timeliness of performance, address the following questions:

- Does the vendor meet established schedules for service delivery?
- Is the vendor reliable?
- Does the vendor stays on schedule despite problems?

Cost Effectiveness

- Does the vendor operate within the contract budget?
- Are vendor personnel appropriate for the service provided?
- Does the vendor exhibit an appropriate and efficient use of resources?
- Are billings current, accurate and complete?
- Are costs properly allocated?
- Does the vendor bill unallowable costs?

Responsiveness to DSS Requests

- Are the vendor's communications clear and effective?
- Is the vendor positively responsive to DSS requests?
- Is the vendor positively responsive to DSS special requests?

Number of Complaints

- Have a large number of complaints concerning service delivery been received from:
 - o DSS staff?
 - o Other Nassau County departments?
 - o Customers served?

Problem Resolution.

- Is the vendor able to positively address and resolve problems?
- Is the vendor pro-active in anticipating and avoiding or mitigating problems?
- Does the vendor satisfactorily overcome or resolve problems?
- Does the vendor provide prompt notification of problems to DSS?
- Does the vendor provide effective solutions?
- Does the vendor take prompt corrective action?