

Contractor Performance Evaluations/Quality Assurance

The County has a fiduciary responsibility to the taxpayers of the County of Los Angeles to ensure that services provided by contractors comply with all contract terms and performance requirement. As a result, County departments were instructed on February 13, 1998 to include the following language in all contract solicitations and resultant contracts:

"County or its agent will evaluate Contractor's performance under the resultant Agreement on not less than an annual basis. Such evaluation will include assessing Contractor's compliance with all Agreement terms and performance standards. Contractor's deficiencies that County determines are severe or continuing and may place performance of the Agreement in jeopardy if not corrected, will be reported to the County's Board of Supervisors. The report will include improvement/corrective action measures taken by County and Contractor. If improvement does not occur consistent with the corrective action measures, County may terminate the Agreement or impose other penalties as specified in the Agreement."