

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
OTHER SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
07/01/2020	06/15/2021	01/01/2021	12/31/2021
PO Number			PO Date
540 21SC128737A - CJC			02/03/2021
Department	Public Works		
Bid Number	2016-1585		
Service Commodity	Valve and Fire Hydrant Assessment Program		
Contractor	Pure Technologies, US, Inc. dba Wachs Water Services		

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

Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

Comments:

0

1

2

3

4

Excellent services consistently. Reports, emails responses are always submitted on time. Personnel highly qualified to perform duties.

Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On time Completion Per Contract)

Comments:

0

1

2

3

4

Contractor meets milestones consistently.

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

Comments:

0

- 1
- 2
- 3
- 4

Always response to Fulton's inquiries in a timely manner.

Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

- 0
- 1
- 2
- 3
- 4

Comments:

Contractor consistently exceeds expectations. Performs within budget and provide timely invoicing.

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

- 0
- 1
- 2
- 3
- 4

Comments:

Qualified key personnel. Management and supervision is more than appropriate.

Overall Performance Rating: ~~4.0~~ 4.0

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

- Yes
- No

Rating completed by:
Adriana
Bustillos

Adriana Bustillos
06/21/21

Department Head Name	Department Head Signature	Date
<i>David Clark</i> David Clark	<i>David Clark</i>	6/21/2021