

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT  
OTHER SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
3/3/2021	6/22/2021	3/3/2021	12/31/2021
PO Number			PO Date
18ITBC115347-YJ(...			3/3/2021
Department	Public Works		
Bid Number	18ITBC115347-YJ		
Service Commodity	Water Meter Boxes and Valve Boxes		
Contractor	Ferguson Waterworks		

= 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

This vendor provided excellent services

. 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

This vendor's response times were excellent

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

Comments:

0

1 This vendor's prompt problem notifications were excellent  
 2  
 3  
 4

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

0  
 1  
 2  
 3  
 4

Comments:  
This vendor met quality expectations

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

0  
 1  
 2  
 3  
 4

Comments:  
This vendor's management was excellent

Overall Performance Rating: 4.0

Would you select/recommend this vendor again? Check box for Yes. Leave Blank for No <input checked="" type="radio"/> Yes <input type="radio"/> No	Rating completed by: <i>Bernice Willis</i>	
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Department Head Name	Department Head Signature	Date
<i>David Clark</i>	<i>[Signature]</i>	6/21/2021