

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 |
| 19ITBC120735-YJ(... | | | 3/3/2021 |
| Department <i>Public Works</i> | | | |
| Bid Number | 19ITBC120735-YJ | | |
| Service Commodity | Fire Hydrants and Parts | | |
| Contractor | Core & Main, LP | | |
| = Unsatisfactory | <i>Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.</i> | | |
| = Poor | <i>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.</i> | | |
| = Satisfactory | <i>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.</i> | | |
| = Good | <i>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.</i> | | |
| = Excellent | <i>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.</i> | | |

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

0
 1
 2
 3
 4

Comments:

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)

0
 1
 2
 3
 4

Comments:

This vendor's response time was excellent

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

0

Comments:

- 1
- 2
- 3
- 4

This vendor's responsiveness to inquiries was excellent

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

Comments:

- 0
- 1
- 2
- 3
- 4

This vendor's customer service was excellent

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

Comments:

- 0
- 1
- 2
- 3
- 4

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)

- Yes
- No

Rating completed by:

Bonnie Willis

| Department Head Name | Department Head Signature | Date |
|----------------------|---------------------------|-----------|
| <i>David Clarke</i> | <i>AWC</i> | 6/21/2021 |