

## DEPARTMENT OF PURCHASING &amp; CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT  
GOODS AND COMMODITIES SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
10/1/2020	12/31/2020	3/17/2020	12/31/2020
PO Number			PO Date
20C124671C			3/17/2020
Department	REAL ESTATE AND ASSET MANAGEMENT		
Bid Number	CONTRACT (#192163)		
Service Commodity	PPE AND MRO SUPPLIES		
Contractor	W.W GRAINGER		

<b>= Unsatisfactory</b>	<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>
<b>= Poor</b>	<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>
<b>= Satisfactory</b>	<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>
<b>= Good</b>	<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>
<b>= Excellent</b>	<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)

Comments:

☐ 0

☐ 1

☐ 2

☐ 3

☒ 4

All products provided meet specifications provided to vendor.

. 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

All deliveries was made within 24 hours of the order being placed.

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

Comments:

☐ 0

☐ 1

☐ 2

☐ 3

☒ 4 This vendor has responded to all requirements of this section in a very timely manner.

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

☐ 0  
☐ 1  
☐ 2  
☐ 3  
☒ 4

Comments:  
 The products ordered meet the expectations of the end users and they are pleased with the quality of the items.

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

☐ 0  
☐ 1  
☐ 2  
☐ 3  
☒ 4

Comments:  
 Vendor's personnel's highly knowledgeable of the products they provide and customer service oriented.

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:

*Calvin Danth*

Department Head Name

Department Head Signature

Date

*Joseph Davis*

1/13/2021