

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
OTHER SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
2/25/2021	6/22/2021	2/25/2021	12/31/2021
PO Number			PO Date
20ITBC124903A-FB			2/25/2021
Department			
Public Works			
Bid Number	20ITBC124903A-FB		
Service Commodity	Corporation Stops and Brass Fittings		
Contractor	Delta Municipal Supply		

= 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 goods and 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 provided excellent timeliness of performance

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

Comments:

- ☐ 0

☐ 1
☐ 2
☐ 3
☒ 4

This vendor's responsiveness was excellent

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 experience and supervision 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:

Bennies Willis

Department Head Name	Department Head Signature	Date
David Clark		6/21/2021