

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		

<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)

☐ 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)

- ☐ 0  
☐ 1  
☐ 2  
☐ 3  
☒ 4

Comments:

This vendor's customer service was excellent

. 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)

☒ Yes ☐ No

Rating completed by:

*Bonnie Willis*

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