

## 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
7/1/2020	9/30/2020	6/30/2020	12/31/2020
PO Number			PO Date
DO0713200000000...			6/30/2020
Department	Public Works		
Bid Number	20ITBC124903A-FB		
Service Commodity	Corporation Stops and Brass Fittings		
Contractor	Delta Municipal Supply Company		

<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:**

Delta Municipal Supply Company was awarded a twelve month contract starting on 6/03/2020 to provide the Public Works Department with corporation stops and brass fittings. The quality of the corporation stops and brass fittings provided by this vendor complies with all applicable standards and guidelines.

. 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:**

The response time provided by this vendor in regards to supplying and providing water meters have been good, no problems or discrepancies to report.

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

☐ 0  
☐ 1  
☐ 2  
☐ 3  
☒ 4

**Comments:**

Delta Municipal Supply Company conducts business with Fulton County in a professional manner. Delta Municipal Supply Company responds to the needs of Fulton County promptly and is very responsive.

Customer Satisfaction (met User Quality Expectations - met Specification - within Budget - Proper Invoicing - No Substitutions)

- ☐ 0  
☐ 1  
☐ 2  
☐ 3  
☒ 4

**Comments:**

Delta Municipal Supply Company meets all of Public Works expectations and product specifications. This vendor has good invoicing procedures and the products provided are within budget.

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

- ☐ 0  
☐ 1  
☐ 2  
☐ 3  
☒ 4

**Comments:**

As of this reporting period the scope of services rendered by Delta Municipal Supply Company have met the requirements of Fulton County. No issues to report at this time.

Overall Performance Rating:

4.0

Would you select/recommend this vendor again?  
Check box for Yes. Leave Blank for No)

☒ Yes ☐ No

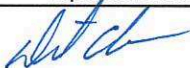
Rating completed by:

khalid.ahmad

Department Head Name

David Clark

Department Head Signature



Date

8/7/2020