



**DEPARTMENT OF PURCHASING &  
CONTRACT COMPLIANCE**

**CONTRACTORS PERFORMANCE REPORT**

**GOODS AND COMMODITIES**

Report Period Start	Report Period End	Contract Period Start	Contract Period End
07/1/2021	09/30/2021	03/05/21	12/31/2021

Purchaser Order Number	Purchase Order Date
540 20ITBC125292-FB(RN1)	03/05/21

Department  
Public Works

Bid Number	Service Commodity
20ITBC125292A-FB	Ductile Iron Pipe

Contractor  
Ferguson Waterworks

**Performance Rating**

0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.
1 = Poor	Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customer somewhat satisfied.
2 = Satisfactory	Archives 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.
3 = Good	Archives 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
4 = Excellent	Archives 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.

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

<input type="radio"/>	0	Ferguson Waterworks was awarded a twelve month contract to provide the Public Works Department with Ductile Iron Pipe. The quality of the DIP and accessories provided by the vendor complies with all applicable standards and guidelines.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

2. Timeliness of Performance (Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/Change – On Time Completion Per Contract)

<input type="radio"/>	0	The response time provided by Ferguson Waterworks in regards to supplying and providing DIP and accessories have been good, there were no problems or discrepancies to report.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Ferguson Waterworks conducts business with Fulton County in a professional manner. Ferguson Waterworks responds to the needs of Fulton County promptly and are very responsive.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)
<input type="radio"/>	0	Ferguson Waterworks meets all of the Public Works expectations and product specifications. This vendor has good invoicing procedures.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	As of this reporting period the scope of services rendered by Ferguson Waterworks have met the requirements of Fulton County. No issues to report at this time.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

Overall Performance Rating	3.00	Date	4/28/2022
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	Khalid Ahmad		
Department Head Name:	David Clark	<i>[Handwritten Signature]</i>	
Department Head Signature			

After you have completed filling out the form:  
 Submit the for to Purchasing  
 Print a copy of the form  
 Save the form

Submit

Print

Save