



**DEPARTMENT OF PURCHASING &  
CONTRACT COMPLIANCE**

**CONTRACTORS PERFORMANCE REPORT**

**GOODS AND COMMODITIES**

Report Period Start 1/1/2021	Report Period End 9/30/2021	Contract Period Start 1/1/2021	Contract Period End 12/31/2021
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Purchaser Order Number	Purchase Order Date
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Department  
Department of Real Estate and Esset Management

Bid Number SWC#99999-001-SPD0000164-000	Service Commodity Natural Gas Service Provider
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Contractor  
Scana Energy

**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	Scana Energy has exceeded contract requirements and expectations.
<input type="radio"/> 1	
<input type="radio"/> 2	
<input type="radio"/> 3	
<input checked="" 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	Timeliness of service continues to be excellent. No delays have been experienced
<input type="radio"/> 1	
<input type="radio"/> 2	
<input type="radio"/> 3	
<input checked="" type="radio"/> 4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Good business relations and Immediately respond to requests within 24 hrs.
<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 – No Substitutions)
	0	Customer services has been outstanding. Bills were submitted timely and without question.
	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	No complaints. They have continue to deliver outstanding customer satisfaction.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	3.80	Date	11/8/2021
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	Nelson Holliday		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

After completing the form:  
 Submit to Purchasing  
 Print a copy for your records  
 Save the form

Submit

Print

Save



## INTEROFFICE MEMORANDUM

**TO:** Felicia Strong-Whitaker, Director, Purchasing and Contract Compliance

**FROM:** Joseph Davis, Director, DREAM *JD*

**DATE:** November 23, 2021

**SUBJECT:** Contractor's Performance Report – Texican Industrial Energy Marketing

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The Contractor listed below to our knowledge has never provided any professional goods or services to Fulton County's Department of Real Estate and Asset Management:

**PROJECT:** Natural Gas Delivery Service (Interruptible Account)

**PROJECT NO.:** SWC #99999-001-SPD0000192-0002

**CONTRACTOR:** Texican Industrial Energy Marketing  
2839 Paces Ferry Road, Suite 725  
Atlanta, GA 30339

**POC:** Ms. Cline Starley

**PHONE:** (404) 579-8553

**EMAIL:** [Istarley@texican.com](mailto:Istarley@texican.com)

If you have any questions, please contact Harry Jordan at (404) 612-5933

JD/AP/AT/haj

C: April Pye, Administrator, DREAM  
Alex Trachtenberg, Energy & Sustainability Manager, DREAM  
Nelson Holliday, Department Accountant, DREAM