



**DEPARTMENT OF PURCHASING &  
CONTRACT COMPLIANCE**

**CONTRACTORS PERFORMANCE REPORT**

**GOODS AND COMMODITIES**

|                        |                   |                       |                     |
|------------------------|-------------------|-----------------------|---------------------|
| Report Period Start    | Report Period End | Contract Period Start | Contract Period End |
| 10/1/2021              | 9/30/2021         | 1/1/2021              | 12/31/2021          |
| Purchaser Order Number |                   | Purchase Order Date   |                     |
| DO #012221-0045        |                   | 1/22/2021             |                     |

Department  
Department of Real Estate and Esset Management

|                 |   |
|-----------------|---|
| Bid Number      | Service Commodity                             |
| Contract #16154 | Maintenance, Repair, Operating (MRO) Supplies |

Contractor  
Home Depot

**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<br><input type="radio"/> 1<br><input type="radio"/> 2<br><input type="radio"/> 3<br><input checked="" type="radio"/> 4 | All material and supplies received meet specifications provided to the vendor.                       |

|  |  |
|--|--|
| 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<br><input type="radio"/> 1<br><input type="radio"/> 2<br><input type="radio"/> 3<br><input checked="" type="radio"/> 4 | All I deliveries are made per contract agreement.  |

|                                  |   |  |
|----------------------------------|---|--|
| 3. Business Relations            |   | (Responsiveness to Inquires – Prompt Problem Notifications)  |
| <input type="radio"/>            | 0 | This vendor has been very responsive to all requirements made by Warehouse & Logistics.  |
| <input type="radio"/>            | 1 |  |
| <input type="radio"/>            | 2 |  |
| <input type="radio"/>            | 3 |  |
| <input checked="" type="radio"/> | 4 |  |
| 4. Customer Satisfaction         |   | (Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)  |
|                                  | 0 | This vendor's performance meets the expectations of the contract administrator; invoices provide all the necessary information such as cost per item; total Cost, and correct remit to address information necessary for processing invoices through Fulton County's financial system. |
|                                  | 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 | Vendor's personnell provides excellent customer service and have extensive knowledge of maintenance and repair products.   |
| <input type="radio"/>            | 1 |  |
| <input type="radio"/>            | 2 |  |
| <input type="radio"/>            | 3 |  |
| <input checked="" type="radio"/> | 4 |  |

|   |   |                             |            |
|---|---|-----------------------------|------------|
| Overall Performance Rating                    | 4.00                                    | Date                        | 10/27/2021 |
| Would you select/recommend this vendor again? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |            |
| Rating completed by:                          | Calvin Gamble                           |                             |            |
| 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