

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT  
GOODS AND COMMODITIES SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
3/7/2019	5/31/2019	8/31/2018	8/31/2019
PO Number			PO Date
DO#022519-0245			3/7/2019
Department	Real Estate and Asset Management		
Bid Number	BL061-17		
Service Commodity	Gasoline & Diesel		
Contractor	James Rivers Solutions		

- = Unsatisfactory** Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.
- = Poor** 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.
- = Satisfactory** 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.
- = Good** 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.
- = Excellent** 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.

Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

Comments:

☐ 0

☐ 1

☐ 2

☐ 3

☒ 4

The gasoline and diesel fuel provided meets all state and federal requirements.

Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

Comments:

☐ 0

☐ 1

☐ 2

☐ 3

☒ 4

The vendor provides fuel on the demand by timely manners.

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

Comments:

☐ 0

☐ 1

☐ 2

☐ 3

☒ 4

The vendor operate a 24 hour call center, and we are available to reach them immediately for inquiries and orders.

Customer Satisfaction (Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

☐ 0  
☐ 1  
☐ 2  
☒ 3  
☐ 4

Comments:  
The vendor is responsive to fuel orders, and provided accurate invoices within 15 days of order placement

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

☐ 0  
☐ 1  
☐ 2  
☐ 3  
☒ 4

Comments:  
Our interaction with vendor staff is very limited; However the call center staff is available and responds appropriately to inquires and orders

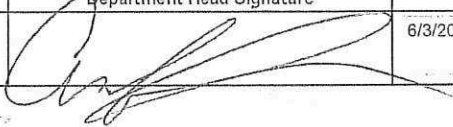
Overall Performance Rating: 4.0

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

☒ Yes ☐ No

Rating completed by:

anthony.spencer

Department Head Name	Department Head Signature	Date
JOE DAVIS		6/3/2019





## INTEROFFICE MEMORANDUM

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

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

**DATE:** February 3, 2021

**SUBJECT:** Contractor's Performance Report – Colonial Oil Industries

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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:** Purchasing Gasoline and Diesel Fuel

**PROJECT NO.:** North Georgia Fuel Cooperative (NGFC) Contract #BL113-20

**CONTRACTOR:** Colonial Oil Industries, Inc.  
101 North Lathrop Ave.  
Savannah, GA 31415

**POC:** Mr. James Mercer

**PHONE:** (800) 944-3835

**EMAIL:** coisales@colonialoil.com <coisales@colonialoil.com>

If you have any questions, please contact Sang Gon Kim at (404) 612-6127

JD/MR/VN/LB/haj

C: Michael Ross, Administrator, DREAM  
Anthony Spencer, Division Manager, DREAM  
Kier Freeman, Fleet Manager, DREAM



## 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
4/1/2019	5/31/2019	8/31/2018	8/31/2019
PO Number			PO Date
			8/31/2018
Department	<u>Real Estate and Asset Management</u>		
Bid Number	BL061-17		
Service Commodity	Gasoline & Diesel		
Contractor	Petroleum Traders		

= Unsatisfactory	<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>
= Poor	<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>
= Satisfactory	<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>
= Good	<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>
= Excellent	<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:

The gasoline and diesel fuel provided to the County meets all state and federal requirements

. 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 vendor delivers fuel on demand within 1 day of order placement

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

- ☐ 0  
☐ 1  
☐ 2  
☐ 3  
☒ 4

Comments:

The vendor operates a 24 hours call center, and we are able to reach them immediately for inquiries and orders



Customer Satisfaction (met User Quality Expectations - met Specification - within Budget - proper invoicing - no substitutions)

- ☐ 0  
☐ 1  
☐ 2  
☒ 3  
☐ 4

Comments:

The vendor is responsive to fuel orders, and provided accurate invoices within 15 days of order placement

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

- ☐ 0  
☐ 1  
☐ 2  
☐ 3  
☒ 4

Comments:

Our interaction with vendor staff is very limited; However the call center staff is available and responds appropriately to inquires and orders

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:

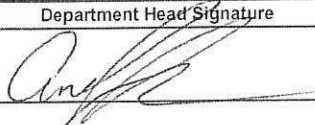
anthony.spencer

Department Head Name

Department Head Signature

Date

Joe Davis



6/3/2019