

DEPARTMENT OF PURCHASING & 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	3/4/2020	12/31/2020
PO Number			PO Date
DO 540 022020000...			3/4/2020
Department	<b>Public Works</b>		
Bid Number	17ITBC11070A-YJ		
Service Commodity	Rip Rap Crushed Stone		
Contractor	Stephens Industries		

<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)

**Comments:**

0  
 1  
 2  
 3  
 4

Stephens Industries was awarded a twelve month contract on March 4, 2020 to provide crushed stone to the Public Works Department. The quality of crushed stone 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)

**Comments:**

0  
 1  
 2  
 3  
 4

The response time provided by this vendor during this reporting period has been excellent. This vendor has people on site to load the crushed stone.

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

**Comments:**

0  
 1  
 2  
 3  
 4

Stephens Industries is very responsive to the requirements set by Fulton County. This vendor is very cooperative in providing additional tickets when needed, invoicing is correct and submitted on time.

Customer Satisfaction (met User Quality Expectations - met specification - within Budget - Proper Invoicing - no substitutions)

- 0
- 1
- 2
- 3
- 4

**Comments:**

Stephens industries conducts business with Fulton County in a professional manner. This vendor always responds to the needs of Fulton County promptly.

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

- 0
- 1
- 2
- 3
- 4

**Comments:**

Stephens Industries meets all of Public Works expectations, and the product provided exceeds specifications. This vendor as excellent invoicing procedures and the product is within budget.

Overall Performance Rating:

3.6

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

- Yes
- No

Rating completed by:

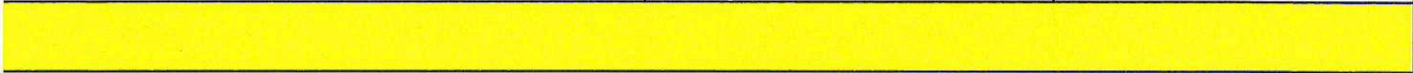
kenny.byrom

Department Head Name

Department Head Signature

Date

8/7/2020



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