

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT  
GOODS AND COMMODITIES SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2021	3/31/2021	1/1/2021	3/31/2021
PO Number			PO Date
MAAUDIOVISUALS...			1/1/2021
Department	Information Technology		
Bid Number	17ITB107904B-BR		
Service Commodity	Videoconferencing Systems, Components and services		
Contractor	Audio Visual Innovations, Inc. (AVI-SPL)		

<b>0 = 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>1 = 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>2 = 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>3 = 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>4 = 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>

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

**Comments:**

Vendor has provided good quality services and good equipment. The goods and services provided have been within specifications and installed by knowledgeable technicians/personnel.

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

**Comments:**

Vendor has provided service within a timely manner.

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

**Comments:**

Vendor has been good and responsive to customer inquiries and spontaneous requests. All phone calls, e-mails, etc. have been answered within and acceptable window of time. The vendor shows sensitivity towards customer's concerns and requirements. Vendor shows interest in providing prompt and professional service.

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

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Comments:

Vendor has provided good customer service. Business relations have been courteous and professional. Vendor has met expectations with most projects.

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

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Comments:

Contractor's key personnel have shown satisfactory efforts within their specialized areas. Technical personnel, business representatives and management are fairly knowledgeable, professional, reliable and resourceful.

Overall Performance Rating: 3.0		
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No) <div><div></div> Yes <div></div> No</div>	Rating completed by:	Darren Smith
Department Head Name	Department Head Signature	Date
Glenn Melendez	<div>Glenn Melendez</div> <div>Glenn Melendez (Mar 11, 2021 16:28 EST)</div>	3/10/2021

Signature: Darren J. Smith

Email: Darren.smith@fultoncountyga.gov