

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
GOODS AND COMMODITIES SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2022	9/23/2022	1/1/2022	12/31/2022
PO Number			PO Date
20ITB042220B-FB-R1			1/1/2022
Department	Information Technology		
Bid Number	201ITB042220B-FB		
Service Commodity	Countywide Structured Cabling and Physical Security		
Contractor	Georgia Cabling & Electric		

0 = 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>
1 = 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>
2 = 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>
3 = 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>
4 = 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>

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

Comments:

0
 1
 2
 3
 4

GC&E Quality of Goods and Services has been excellent. There have not been any issues with written agreements or the vendor's technician's technical expertise. The vendor has performed very well, handling administration matters regarding work orders and invoices and providing site assessment quotations.

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:

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Timeline of Performance has been extremely good. Vendor has made special concessions regarding urgent infrastructure low and high voltage needs. Project deadline has been met as required on all occasions.

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

Comments:

0
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 2
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 4

Vendor has been extremely responsive to all inquiries; Vendor has been willing to work with Fulton County regarding normal and high profile requests. We have been very pleased with the overall responsiveness of GC&E regarding all Fulton County inquiries. They have gone over and beyond related to the high profile projects that are in place to address all requirements.

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

- 0
- 1
- 2
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- 4

Comments:

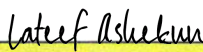
Vendor continue to meet expectations, excel on deliverables, site assessments, promptness, responsiveness, performance and overall due care while handling the business related to Fulton County Structured Cabling Contracts. Material pricing and assessments have met all departmental users' requirements. Their ability to address needs and make adjustments towards efficiencies has been of great help to the overall process.

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

- 0
- 1
- 2
- 3
- 4

Comments:

Vendor's High Voltage Technicians are extremely knowledgeable, professional and provide helpful advice on key infrastructure projects as needed. The supervision of GC&E technicians has been adequate. The company has ensured technicians and representatives available upon request without delays.

Overall Performance Rating: <input style="width: 100px;" type="text" value="4.0"/>		
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No) <input checked="" type="radio"/> Yes <input type="radio"/> No	Rating completed by:	
Department Head Name	Department Head Signature	Date
Lateef Ashekun	DocuSigned by:  E627B1C614DA42B...	10/11/2022