

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2020	6/30/2020	1/1/2020	12/31/2020
PO Number			PO Date
021519_0200			4/10/2020
Department	Real Estate and Asset Management		
Bid Number	17ITB107780C-GS		
Service Commodity	Standby Emergency Repair and Restoration Services		
Contractor	BMS Cat aka Black Mooring		

= 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:

BMS CAT has achieved contract requirements 90% of time; and are generally responsive. BMS CAT has provide has provide good report administration however the prices appears to be higher on the construction side when given opportunities to provide estimates for projects other the mitigation .

. 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:

BMS CAT achieves contract 90% of time. Employees have habit of being late in responding on time even when they provide ETA.. Some of key employees are highly competent and seldom require a lot of guidance. Once onsite the perform work satisfactorily.

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

☐ 0
☐ 1

Comments:

☐ 2
☒ 3
☐ 4

Business relationship is good because they are responsive to our needs and for the most part achieves scope of work. Some of the projects have been outstanding depending on the sub-contractor assigned to job.

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

☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

During this review period, BMS CAT has meet Customer Satisfaction 80% of the time and are always responsive to my end user request. Key employees are highly knowledgeable and responsive.

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

☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

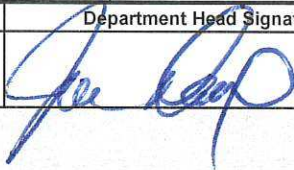
During this review period the Key Personnel have good in meeting 90% of contract requirements however there have been. Effective supervision has been available ad response for additional information has been timely

Overall Performance Rating: 3.0

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

Rating completed by:

Alfred Jones

Department Head Name	Department Head Signature	Date
JOSEPH N. Davis		10/21/2020

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2020	6/30/2020	1/1/2020	12/31/2020
PO Number			PO Date
012519			4/20/2020
Department	Real Estate and Asset Management		
Bid Number	17ITB107780C-GS		
Service Commodity	Standby Emergency Repair and Restoration Services		
Contractor	CRM Services, LLC		

= 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.
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= 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)

☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

CRM has adhered to the established work plan and met 90% of contractually specified technical requirements during the service period. All inquires and responses for information has been timely and explained in detail providing opportunity for Fulton County to make adjustments and agree upon changes as needed without compromising work plan.

. 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:

During this review period , CRM has met contractually specified milestones and proved to have a high degree of reliability. During this review period milestones per contract has exceeded expectations. CRM has been selected as COVID-19 Vendors during pandemic and has establish work class cleaning that no others can match.

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

☐ 0
☐ 1

Comments:

- ☐ 2
☐ 3
☒ 4

Business relationship between CRM and Fulton County has been great to the point that many of our external customers are requesting them by name to perform or complete projects for them. Because of CRM expertise DREAM has been able to call upon them to assist with projects when the primary vendor could not carry through their promise.

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

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

During this review period, CRM has delivered the scope of contractually obligated services. For the most part, end users have been impressed with the quantity and quality of work performed. CRM continues to strive to professional standards in all they do for Fulton County and does it with a smile.

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

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

CRM Senior Management and workers continuously demonstrate a high degree of professionalism during this review period. Project status is communicated timely and thoroughly and they are very reliable and responsive to our needs.

Overall Performance Rating: 3.8

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

☒ Yes ☐ No

Rating completed by:

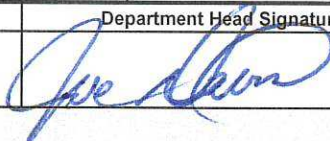
Alfred Jones

Department Head Name

Department Head Signature

Date

JOSEPH N. DAVIS



10/21/2020

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
7/1/2020	9/30/2020	1/1/2020	12/31/2020
PO Number			PO Date
012519			4/20/2020
Department	Real Estate and Asset Management		
Bid Number	17ITB107780C-GS		
Service Commodity	Standby Emergency Repair and Restoration Services		
Contractor	CRM Services, LLC		

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

CRM has adhered to the established work plan and met 90% of contractually specified technical requirements during the service period. All inquires and responses for information has been timely and explained in detail providing opportunity for Fulton County to make adjustments and agree upon changes as needed without compromising work plan.

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

Comments:

During this review period, CRM has met contractually specified milestones and proved to have a high degree of reliability. During this review period milestones per contract has exceeded expectations. CRM has been selected as COVID-19 Vendors during pandemic and has establish work class cleaning that no others can match.

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

Comments:

- ☐ 2
☐ 3
☒ 4

Business relationship between CRM and Fulton County has been great to the point that many of our external customers are requesting them by name to perform or complete projects for them. Because of CRM expertise DREAM has been able to call upon them to assist with projects when the primary vendor could not carry thru their promise.

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

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

During this review period, CRM has delivered the scope of contractually obligated services. For the most part, end users have been impressed with the quantity and quality of work performed. CRM continues to strive to professional standards in all they do for Fulton County and does it with a smile.

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

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

CRM Senior Management and workers continuously demonstrate a high degree of professionalism during this review period. Project status is communicated timely and thoroughly and they are very reliable and responsive to our needs.

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:

Alfred Jones

Department Head Name

Department Head Signature

Date

JOSEPH N. DAVIS



10/21/2020

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2020	3/31/2020	1/1/2020	12/31/2020
PO Number			PO Date
021519-0198			1/25/2019
Department	Real Estate and Asset Management		
Bid Number	17ITB107780C-GS		
Service Commodity	Standby Emergency Repair and Restoration Services		
Contractor	Full Circle Restoration		

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

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

Full Circle has demonstrated the technical excellence, Report administration and provide outstanding good and services to Fulton County during this reporting period, They are very knowledgeable of industry standards and bring state of the art equipment when it comes to restoration and mitigation.

. 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:

Milestones was not only met but exceeded in most contracts. Response time were most meet within 1 hour of notification. Occasionally, due to the Atlanta traffic situation during "rush hours" there has been delays but Full Circle commitment to responsiveness was demonstrated via being in constant communication with contact manager to provide eta of arrival. Once on the scene, emergency equipment followed and the necessary action was taken to mitigate and reduce exposure and property damage.

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

☐ 0
☐ 1

Comments:

- ☐ 2
- ☒ 3
- ☐ 4

Full Circle has been very responsive to inquires and always provide notifications of problems that were discovered upon performing mitigations services. They a thorough in explaining in detail cost effective solutions. Full Circle has been very responsive to providing proposals with anticipation of delivering a project when sometimes the project is placed on hold or canceled. They always stay positive and are willing to respond no matter how small a job may be.

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

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☒ 4

Comments:

Full Circle has always meet user expectations are meet expectations within budget and provide proper invoicing during the review period.

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

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☒ 4

Comments:

Key personnel are very responsive and have meet milestones when scope of work dictated a swift turn around. They always respond with adequate equipment and personnel to make turn around exceptional.

Overall Performance Rating:

3.8

Would you select/recommend this vendor again?

Check box for Yes. Leave Blank for No)

☒ Yes ☐ No

Rating completed by:

Alfred Jones

Department Head Name

Department Head Signature

Date

JOSEPH N. DAVIS

[Signature]

10/21/2020

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
4/1/2020	9/30/2020	1/1/2020	12/31/2020
PO Number			PO Date
DO 032420-0730			3/24/2020
Department	Real Estate and Asset Management		
Bid Number	17ITB107780C-GS		
Service Commodity	Standby Emergency Repair and Restoration Services		
Contractor	Full Circle Restoration		

= Unsatisfactory	Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient; unacceptable delay; incompetence, high degree of customer dissatisfaction.
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. Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

Full Circle has demonstrated the technical excellence ,Report administration and provide outstanding good and services to Fulton County during this reporting period, They are very knowledgeable of industry standards and bring state of the art equipment when it comes to restoration and mitigation. During this review period Full Circle was selected as a COVID-19 vendor for sanitizing buildings and facilities impacted by COVID Virus. They were exceptional in response and cleaning of building and instrumental in preventing spread of virus.

. 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:

Milestones was not only met but exceeded in most contracts. Response time were most meet within 1 hour of notification. Occasionally, due to the Atlanta traffic situation during "rush hours" there has been delays but Full Circle commitment to responsiveness was demonstrated via being in constant communication with contact manager to provide eta of arrival. Once on the scene, emergency equipment followed and the necessary action was taken to mitigate and reduce exposure and property damage. They were punctual and dedicated to the mission of sanitizing Fulton County buildings during Covid-19 pandemic.

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

☐ 0
☐ 1

Comments:

- ☐ 2
- ☐ 3
- ☒ 4

Full Circle has been very responsive to inquires and always provide notifications of problems that were discovered upon performing mitigations services. They a thorough in explaining in detail cost effective solutions. Full Circle has been very responsive to providing proposals with anticipation of delivering a project when sometimes the project is placed on hold or canceled. They always stay positive and are willing to respond no matter how small a job may be.

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

- ☐ 0
- ☐ 1
- ☐ 2
- ☐ 3
- ☒ 4

Comments:

Full Circle has always meet user expectations are meet expectations within budget and provide proper invoicing during the review period.

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

- ☐ 0
- ☐ 1
- ☐ 2
- ☒ 3
- ☐ 4

Comments:

Key personnel are very responsive and have meet milestones when scope of work dictated a swift turn around. They always respond with adequate equipment and personnel to make turn around exceptional.

Overall Performance Rating: 3.8

Would you select/recommend this vendor again?

Check box for Yes. Leave Blank for No)

☒ Yes ☐ No

Rating completed by:

Alfred Jones

Department Head Name

Department Head Signature

Date

JOSEPH N. DAVIS

[Handwritten Signature]

10/21/2020