



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
July 1, 2021	June 30, 2022	July 1, 2021	June 30, 2022
Purchaser Order Number		Purchase Order Date	
PO 405 20ITB031120A-CJC		01/14/2022	
Department			
Fulton County Juvenile Court			
Bid Number		Service Commodity	
20ITB031120A-CJC		Accountability Courts Surveillance Officer	
Contractor Live LLC			

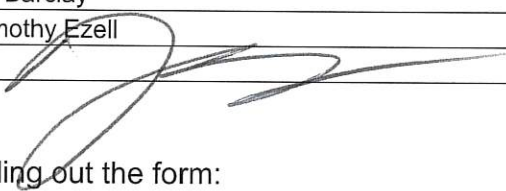
Performance Rating

0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.
1 = Poor	Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customer somewhat satisfied.
2 = Satisfactory	Archives 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.
3 = Good	Archives 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
4 = Excellent	Archives 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.

1. Quality of Goods/Services	(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification)
☐ 0 ☐ 1 ☐ 2 ☐ 3 ☒ 4	LIVE, LLC provided excellent services to out Accountability Court Programs. They performed each duty as outlined in the Scope of Work.

2. Timeliness of Performance	(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/Change – On Time Completion Per Contract)
☐ 0 ☐ 1 ☐ 2 ☐ 3 ☒ 4	LIVE, LLC surveillance officer conducted weekly visits to program participants as directed and increased visits when needed.

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Mr. Fleming with LIVE, LLC always made himself available to address any problems or concerns. He and his staff were very flexible and understanding when the court made changes to building access during the height of the pandemic.
☐	1	
☐	2	
☐	3	
☒	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)
	0	LIVE, LLC surveillance officers always conducted home visits timely and as directed. The surveillance officer also input data into our case management system, Connexis after each visit. They also participated in weekly staffing meeting. During the most difficult times of the pandemic, the surveillance officer increased their home and community visits to ensure that participants reminded compliant with program requirements.
	1	
	2	
	3	
X	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	LIVE, LLC hired qualified and post certified officers as required.
☐	1	
☐	2	
☐	3	
☒	4	

Overall Performance Rating	3.60	Date	5/27/2022
Would you select/recommend this vendor again?		☒ Yes	☐ No
Rating completed by:	Tiffany Barclay		
Department Head Name:	Timothy Ezell		
Department Head Signature			

After you have completed filling out the form:

Submit the form to Purchasing

Print a copy of the form

Save the form

Submit

Print

Save