

## Performance Evaluation Details

<b>ID</b>	E5
<b>Project</b>	Glass and Plexiglas Repair and Maintenance
<b>Project Number</b>	20ITB126868C-CG
<b>Supplier</b>	Brad Construction Company II
<b>Supplier Project Contact</b>	Neal Morrison (preferred language: English)
<b>Performance Program</b>	Goods and Commodity Services
<b>Evaluation Period</b>	04/01/2023 to 06/30/2023
<b>Effective Date</b>	07/03/2023
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	Not Specified
<b>Expectations Meeting Date</b>	Not Specified
<b>Status</b>	Completed
<b>Publication Date</b>	07/03/2023 08:46 PM EDT
<b>Completion Date</b>	07/03/2023 08:46 PM EDT
<b>Evaluation Score</b>	82

### Related Documents

There are no documents associated with this Performance Evaluation

**OVERALL RATING GUIDE - GOODS AND COMMODITY SERVICES**

- Evaluation Score Range
- Outstanding = 90-100%
- Excellent = 80-89%
- Satisfactory = 70-79%
- Needs Improvement = 50-69%
- Unsatisfactory = -50%

**QUALITY OF PRODUCT OR SERVICE**

**17/20**

Rating <b>Excellent:</b> There are no, or very minimal, quality problems, and the Contractor has met the contract requirements.

Comments Vendor's performance on the contract was very good. Vendor has technicians and staff that are knowledgeable and experienced. Work performed always met requirements in the contract and quality standards

**TIMELINESS OF PERFORMANCE**

**14/20**

Rating <b>Satisfactory:</b> There are no, or minimal, delays that impact achievement of contract requirements.

Comments Met timelines and delivery requirements in most cases. There have been delays in some project, like the Juvenile Curtain wall glass replacement, but those were related to supply chain response. There was no serious impact to Department's functioning and quality of work

**BUSINESS RELATIONS**

**17/20**

Rating <b>Excellent:</b> Response to inquiries and/or technical, service, administrative issues exceeds Government expectation.

Comments Vendor takes effort to maintain good communication with Fulton County's representative. Vendor always responded to calls or returned all calls swiftly. Inquiries and request for information are responded promptly

**CUSTOMER SATISFACTION**

**17/20**

Rating <b>Excellent:</b> Contractor representative communicates routinely with the User Department, professional and responsive to User Department's request for information.

Comments Contractor met requirements of great customer satisfaction when their communication, response to quality issues and professionalism in carrying out work are evaluated. There was no occasion of any negative response from the vendor

**COST CONTROL**

**17/20**

Rating <b>Excellent:</b> Compliance with contract pricing, minor cost discrepancies identified by User Department that require explanation, quickly resolved cost/price issues; compliance with invoice submission, corrections resolved quickly.

Comments Prices are slightly high compared to market rates. However, the task assigned were ones that required high technical skill and unconventional logistics. Invoices were presented in time and the charges were accurate and as required in the contract.

**GENERAL COMMENTS**

Comments This contractor has skills and experience beyond glass repair and therefore assists County in multiple ways.