

Performance Evaluation Details

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| ID | E1 |
| Project | Janitorial Services for Selected Fulton County Facilities(Groups E, F, G, H & I) |
| Project Number | 21ITB130447C-GS |
| Supplier | chi-Ada Corporation |
| Supplier Project Contact | Bart Okoro (preferred language: English) |
| Performance Program | Goods and Commodity Services |
| Evaluation Period | 04/01/2023 to 06/30/2023 |
| Effective Date | 08/28/2023 |
| Evaluation Type | Formal |
| Interview Date | Not Specified |
| Expectations Meeting Date | Not Specified |
| Status | Completed |
| Publication Date | 08/28/2023 01:13 PM EDT |
| Completion Date | 08/28/2023 01:13 PM EDT |
| Evaluation Score | 76 |

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

14/20

Rating Satisfactory: Overall compliance requires minor User Department resources to ensure achievement of contract requirements.

Comments During this rating period, Chi-Ada has struggled at times to provide adequate services in GROUP F - NORTH per the contract. Overall, they have performed somewhat better in GROUP F - SOUTH, GROUP E and GROUP H. However, they could benefit greatly from additional quality control and contract oversight.

TIMELINESS OF PERFORMANCE

14/20

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

Comments Additional attention needs to be placed on floor work scheduling / completion and cleaning and scrubbing of restrooms. In addition, there needs to be increased emphasis on the timely maintenance of the South Fulton Library parking deck.

BUSINESS RELATIONS

14/20

Rating Satisfactory: Response to inquiries and/or technical, service, administrative issues is consistently effective.

Comments Communications and responsiveness have been hindered at times by an apparent lack of internal communication between Chi-Ada representatives during this period. Though the representatives almost always respond to County staff eventually, at times the responses are slow.

CUSTOMER SATISFACTION

14/20

Rating Satisfactory: Contractor representative is reasonably responsive to User Department request for information and professional.

Comments Generally speaking, during this rating period there have still been a number of calls received and concerns expressed with regard to day-to-day cleaning. Chi-Ada would improve greatly in this area with additional quality control and training of on-site cleaners. Overall, customers have been satisfied though there are a few specific locations where this rating could improve.

COST CONTROL

20/20

Rating Outstanding: Compliance with contract pricing, all cost discrepancies are clearly identified with explanation; compliance with invoice submission requirements/price substantiation.

Comments *Not Specified*

GENERAL COMMENTS

Comments Chi-Ada is an experienced company capable of providing improved services at County facilities with improvements in communications, training, and quality control.