

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT  
GOODS AND COMMODITIES SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
7/1/2021	9/30/2021	2/17/2021	12/31/2021
PO Number			PO Date
MA 2021DELLK-DB			2/17/2021
Department	<b>INFORMATION TECHNOLOGY</b>		
Bid Number	<b>19ITBC05212019K-DB</b>		
Service Commodity	Computer Hardware Equipment		
Contractor	Dell Marketing, LP		

<b>0 = Unsatisfactory</b>	<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>
<b>1 = Poor</b>	<i>Achieves 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.</i>
<b>2 = Satisfactory</b>	
<b>3 = Good</b>	<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>
<b>4 = Excellent</b>	<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

Comments:

The quality of the equipment provided by Dell has been overall satisfactory based on the specification identified in the solicitation and executed contract. A small representation of the equipments has presented performance issues. Dell Account staff has been responsive to concerns to addressing concerns. Improvement in communication and resolutions is required.

- 2
- 3
- 4

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:

Dell has consistently met the requirements for delivery and warranty support. Warranty repairs are completed onsite in most cases (Amid COVID protocol). Dell has been engaged and responsive to addressing immediate concerns with hardware quality as it relates to laptops. Continued improvement is needed for solutions to request for change in direction.

- 0
- 1
- 2
- 3
- 4

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

Comments:

Dell Account Staff are prompt in responding to quote request for the equipment orders. Dell is worked to address problems with quality of hardware and service issues.

- 2
- 3
- 4

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

- 0
- 1
- 2
- 3
- 4

**Comments:**

Dell ensures that equipment orders are filled with items according to specifications. Invoices are provided in a timely manner. All discrepancies and issues with the billing and invoicing are addressed in a timely manner.

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

- 0
- 1
- 2
- 

**Comments:**

Dell has provided Fulton County with a dedicated support team that is professional and sensitive to the needs of the County. Dell staff is consistent in promptly responding to inquiries and quotes.

Overall Performance Rating: <input style="width: 150px;" type="text" value="3.0"/>		
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No)	Rating completed by:	Chiquita Barnswell
<input type="checkbox"/> Yes • <input type="checkbox"/> No		
Department Head Name	Department Head Signature	Date
Glenn Melendez	<i>Glenn Melendez</i>	<input style="width: 100px;" type="text" value="Nov 3, 2021"/>

CONTRACTORS PERFORMANCE REPORT  
GOODS AND COMMODITIES SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
07/01/2021	09/30/2021	2/17/2021	12/31/2021
PO Number		PO Date	
MA 220 2021CDWGK-DB		02/17/2021	
Department	Information Technology		
Bid Number	#19ITBC05212019K-DB		
Service Commodity	Specialty Computing Devices		
Contractor	CDW Government		

<b>0 = Unsatisfactory</b>	<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>
<b>1 = Poor</b>	<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>
<b>2 = Satisfactory</b>	<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>
<b>3 = Good</b>	<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>
<b>4 = Excellent</b>	<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

The quality of goods/ services & technical excellence meet expectations.

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:

0

1

2

3

4

The vendor's timeliness of performance is satisfactory.

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

Comments:

0

1

2

3

4

The business relations between the vendors and FCIT staff are very good.

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

Comments:

0

1

2

3

4

Customer satisfaction meets expectations.

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

Comments:

- 0
- 1
- 2
- 3
- 4

The contractor's key personnel are appropriately experienced and management is available when needed.

Overall Performance Rating: 3.40

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

Yes  No

Rating completed by:

Natasha Rosser

Department Head Name

Glenn Melendez

Department Head Signature

*Glenn Melendez*

Date

Nov 3, 2021

