

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE			
CONTRACTORS PERFORMANCE REPORT PROFESSIONAL SERVICES			
Report Period Start	Report Period End	Contract Period Start	Contract Period End
01/01/2022	09/19/2022	1/1/2023	12/31/2023
PO Number			PO Date
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Department	Information Technology		
Bid Number	19RFP114474BBR		
Service Commodity	Digital Multi-functional Devices & Support Services		
Contractor	Standard Office Systems		

0 = 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>
1 = 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>
2 = 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>
3 = 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>
4 = 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>

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

0
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Comments:

Standard Office Systems (SOS) continues to provide services and support that is in compliance with the current executed contract. Routine monthly usage reports as well a specific customized reports are provided promptly as requested.

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

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Comments:

The vendor has been proactive with recommending solution and hardware/service adjustments to meet the needs of the County. MFD devices and systems have delivered an uptime rate of 99%.

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

0
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Comments:

SOS is readily available to accommodate changes to with minimum to no cost impact to Fulton County. The vendor has on-site staff located at the Government Center and remote staff in place to address Fulton County remote facilities.

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

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Comments:

SOS has consistently provided quality and consistent equipment and services that have met expectations. Invoices are submitted in a timely manner with detail. Any issues or discrepancies are promptly addressed.

- 1
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- 3
- 4

The SOS account team and support staff are experienced and knowledgeable of the systems and service

Overall Performance Rating:		
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No)	Rating completed by:	
<input type="radio"/> Yes <input checked="" type="radio"/> No		
Department Head Name	Department Head Signature	Date
Lateef Ashekun	DocuSigned by: <i>Lateef Ashekun</i>	10/11/2022
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