

## DEPARTMENT OF PURCHASING &amp; 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
MA 220 2019COPIE...			
Department	Information Technology		
Bid Number	19RFP114474BBR		
Service Commodity	Digital Multi-functional Devices & Support Services		
Contractor	Standard Office Systems		

0 = Unsatisfactory

*Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.*

1 = Poor

*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.*

2 = Satisfactory

*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.*

3 = Good

*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.*

4 = Excellent

*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.*

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

0  
 1  
 2  
 3  
 4

**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)

0  
 1  
 2  
 3  
 4

**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  
 1  
 2  
 3  
 4

**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)

0  
 1  
 2  
 3  
 4

**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  
2  
3  
4

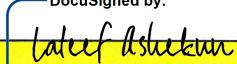
The SOS account team and support staff are experienced and knowledgeable of the systems and services.

Overall Performance Rating:

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

Yes  No

Rating completed by:

Department Head Name	Department Head Signature	Date
Lateef Ashekun	DocuSigned by:  E627B1C614DA42B...	10/11/2022