

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
3/1/2018	7/27/2018	1/1/2018	12/31/2018
PO Number			PO Date
2002081800000000000187			2/8/2018
Department	Real Estate and Asset Management		
Item Number	17ITB107578C-GS		
Service Commodity	HVAC On Call Maintenance Services		
Contractor	5 Season Mechanical		

= 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>
= 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>
= 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>
= 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>
= 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>

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

Comments:

0 For the reporting period 5 Seasons Mechanical met all specifications and contract compliance. They demonstrated technical excellence and provided reports in a timely manner using qualified personnel.

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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 For the reporting period 5 Seasons Mechanical overall response was timely milestones were met. 5 Seasons Mechanical responsiveness to change and on time completion were Excellent.

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

Comments:

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

Comments:
For the reporting period 5 Seasons Mechanical met all expectations and specification and remained within budget. Invoicing started off disorganized due to vendor lack of clarity on proper invoicing. Vendor was able to improve on invoicing once they were clear on the proper submitting methods.

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

Comments:
For the reporting period 5 Seasons Mechanical key personnel remained available. There credentials and experience were above expectations.

Overall Performance Rating: 4.0

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

Rating completed by: nicholas.mohan

Department Head Name	Department Head Signature	Date
ELLIS G. KIRBY	<i>[Signature]</i> FOR ECK	7/27/2018



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DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
OTHER SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2018	3/31/2018	1/1/2018	12/31/2018
PO Number			PO Date
7ITB107578C-GS ...			3/23/2018
Department	REAL ESTATE AND ASSET MANAGEMENT		
id Number	17ITB107578C-GS		
Service Commodity	HVAC On-Call Maintenance Services		
Contractor	Mechanical Services Incorporated		

= 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>
= 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>
= 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>
= 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>
= 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>

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

Comments:

0	<p>During this review period, Mechanical Services Inc. (MSI), fully complied with the work plan. In fact, they met 90% of the specification compliance. Their technicians are very knowledgeable and professional, and their communication with key DREAM personnel has been concise and precise as it pertains to services rendered. MSI continues to go above and beyond in delivering their services to Fulton County.</p>
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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	<p>MSI on a whole have met key milestones per the contract and have proven to be reliable. There were numerous occasions in which MSI were called upon for their services and they delivered them with in the contractual response timetable and delivered a resolution over 95% of the time. Field reports continue to be on-time, accurate and have stayed on schedule 80% of the time.</p>
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Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

Comments:

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

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Comments:
Overall, when MSI completed their contractual agreement we were satisfied 96% of the time. MSI staff provided on-site customer care visits to affirm the status of Fulton County satisfaction with their services. Again, their field technicians displayed a high level of professionalism and often went out their way to ensure that DREAM's key personnel were updated on their progress reports.

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

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Comments:
MSI's key field technicians continue to demonstrate a high degree of experience and expertise in this review period, their technicians have an average of 35 years of experience in the HVAC industry. They independently manage their contract with little to no supervision required by County staff and continue to respond to any requests in a prompt and professional manner.

Overall Performance Rating:

<p>Would you select/recommend this vendor again? (check box for Yes. Leave Blank for No)</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>	<p>Rating completed by:</p>	<p>Dexter Dyer</p>
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Department Head Name	Department Head Signature	Date
Ellis Kirby	 FOR EK	9/26/2017

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
2/1/2018	6/30/2018	1/1/2018	12/31/2018
O Number		PO Date	
120818-0188		2/8/2018	
Department	Real Estate and Asset Management		
id Number	17ITB107578C-GS		
Service Commodity	HVAC On Call		
Contractor	ARS Mechanical, LLC		

= 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>
= 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>
= 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>
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= 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>

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

Comments:
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During this review period ARS Mechanical Inc. (AMI), fully complied with the work plan. In fact, they were 80% compliance. Their technicians are knowledgeable and professional, and their communication with key DREAM personnel has been concise and precise as it pertains to services rendered. To quantify their results because of their due diligence to annotate and communicate to us with their field reports, we were able to mitigate a major public relations incident by being proactive and act on a chiller problem at the South Fulton Annex building with little too no disruption to the comfort of the facility's tenants and customers.

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

Comments:
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AMI on a whole have met key milestones per the contract and have proven to be reliable. Field reports continue to be on-time, accurate and have stayed on schedule 85% of the time. In fact they normally under promise and over deliver on time critical projects such as the Wolf Creek Amphitheater and South Fulton Tennis Center.

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

Comments:
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made into any discrepancies, the communications from their office managers were clear and transparent. AMI continually strives to streamline their business practices, policies and procedures to forge a stronger business partnership with DREAM.

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

Comments:

Overall, when AMI completed their contractual agreement we were satisfied 95% of the time. AMI staff provided on-site customer care visits to affirm the status of Fulton County satisfaction with their services. Because of their commitment to customer service they were invited to offer their services on several Bond Projects.

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

Comments:

AMI's key field technicians continued to demonstrate a high degree of experience and expertise in this review period. They manage their contract with little to no supervision required by County staff and continue to respond to any requests in a prompt and professional manner. Their Lead Technician continues to go above and beyond to meet one the county's key priority areas of "All People Trust Government is Effective, Efficient and Fiscally Sound".

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Overall Performance Rating:

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

Yes No

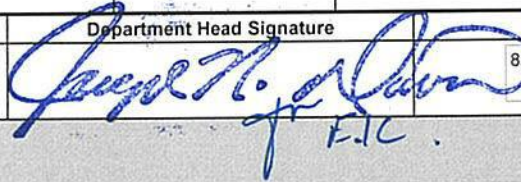
Rating completed by:

Department Head Name

Department Head Signature

Date

ELUIS G. KIRBY



8/16/2018

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2018	6/30/2018	1/1/2018	12/31/2018
PO Number			PO Date
120818-0189			2/8/2018
Department	Real Estate and Asset Management		
Contract Number	17ITB107578C-GS		
Service Commodity	HVAC On Call		
Contractor	Johnson Controls, Inc.		

= 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>
= 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>
= 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>
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= 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>

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

Comments:

0 During this review period Johnson Controls Inc. (JCI), had a 50% improvement on their work plan requirements. This was evidenced by JCI fulfilling the documented scope of work requirements and did complete work requirements in a timely fashion. In fact, they met 85% of the corrective maintenance requirements. It's my experience that JCI has some competent technicians who perform their work at an expert level as evidenced in their response to our aging BAS infrastructure

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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 JCI on a whole have met key milestones per the on-call contract 90% of the time and have proved to be very responsive to our most sensitive calls. One example of a key milestone was when the Justice Center Complex BAS went awry, it took JCI's lead BAS Technician just 2 hours to be onsite and systematically bring each floor back online before the occupants sent the first work order request. We have noticed an improvement in JCI's performance since the last review and they are working diligently on improving on their gains.

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

Comments:

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immediately following a service call or a Purchase Order execution. When an inquiry was made into any discrepancies the Account Executive communicated that JCI managers wanted to conduct weekly meetings to reconcile any action items on their behalf.

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

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Comments:
Overall, JCI completed their contractual agreement although there were some initial concerns; the arranged meeting appears to have improved JCI's performance in areas where we initially experienced less than acceptable performance. Again, JCI's technicians displayed a high level of professionalism and often went out their way to ensure that DREAM and the end users were completely satisfied.

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

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Comments:
JCI's key technicians, sales engineer and project manager continued to demonstrate a high degree of experience and expertise in this review period. JCI continues to revamp their management team strategy by assigning one Project Manager as the primary point of contact for projects, preventive maintenance and on-call tasks and are quickly improving their service delivery.

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
ELUIS G. KIRBY	 For EIC	<input type="text" value="8/6/2018"/>