

Performance Evaluation Details

ID	E1
Project	Janitorial Services for Fulton County Facilities (Groups C, D & G)
Project Number	23ITB138801C-GS
Supplier	GOOD SUCCESS COMPANY, INC.
Supplier Project Contact	KENNETH R DAVIS (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2024 to 06/30/2024
Effective Date	08/27/2024
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	08/27/2024 08:35 AM EDT
Completion Date	08/27/2024 08:35 AM EDT
Evaluation Score	73

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

Good Success Company Inc is a new company within the Fulton County inner workings. They are attempting to meet the standards that are set by the County and all the requirements that come with being a new Janitorial contractor for Fulton County. Maintaining employee roster has been a small challenge, but they are actively working to keep up with the County needs.

TIMELINESS OF PERFORMANCE

14/20

Rating

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

Comments

Good Success Company is maintaining a satisfactory level when it comes to timeliness of performance. More Q C is needed throughout the different zones.

BUSINESS RELATIONS

14/20

Rating

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

Comments

Communication is satisfactory when it comes to this janitorial contract. Contractor needs to demonstrate more communication when it comes to employee shortage or building cleanliness.

CUSTOMER SATISFACTION

14/20

Rating

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

Comments

Contractor is reasonably responsive when called upon for employee questions are building concerns.

COST CONTROL

17/20

Rating

Excellent: Compliance with contract pricing, minor cost discrepancies identified by User Department that require explanation, quickly resolved cost/price issues; compliance with invoice submission, corrections resolved quickly.

Comments

No issue with cost control.

GENERAL COMMENTS

Comments

Good Success is a new vendor beginning May 2024; therefore, this is an early evaluation.