

## Performance Evaluation Details

<b>ID</b>	E1
<b>Project</b>	Janitorial Services for Selected Fulton County Facilities (Groups C, D & G)
<b>Project Number</b>	21ITB128258C-CG
<b>Supplier</b>	A-Action Janitorial Service Inc
<b>Supplier Project Contact</b>	Barbara Storey (preferred language: English)
<b>Performance Program</b>	Goods and Commodity Services
<b>Evaluation Period</b>	04/01/2023 to 06/30/2023
<b>Effective Date</b>	08/24/2023
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	08/24/2023
<b>Expectations Meeting Date</b>	Not Specified
<b>Status</b>	Completed
<b>Publication Date</b>	08/24/2023 08:20 AM EDT
<b>Completion Date</b>	08/24/2023 08:20 AM EDT
<b>Evaluation Score</b>	91

### 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**

**17/20**

Rating <b>Excellent:</b> There are no, or very minimal, quality problems, and the Contractor has met the contract requirements.

Comments A Action has been on top of thing since the start of the contract. They came in reviewing the locations and accessing the Library's on day one. They have provided QC reports through excellence technical support . This is going to help going forward on all of their locations.

**TIMELINESS OF PERFORMANCE**

**20/20**

Rating <b>Outstanding:</b> The contractor has demonstrated an outstanding performance level, significantly exceeded delivery requirements, all on-time deliveries to the Government's benefit.

Comments A Action continues to manage, all of the necessary documents/milestones that are requested monthly, on time, and before the deadline. They have maintained the facilities and have been working hard to keep the partnerships moving along successfully with Fulton County. They have kept open lines of communication going and making sure that the facilities have proper staff and sufficient amount of supplies.

**BUSINESS RELATIONS**

**17/20**

Rating <b>Excellent:</b> Response to inquiries and/or technical, service, administrative issues exceeds Government expectation.

Comments A Action business practice has been strong with on going support from their Administrative staff and team. Together they have been very responsive and aware of all of the necessary needs of the facilities.

**CUSTOMER SATISFACTION**

**17/20**

Rating <b>Excellent:</b> Contractor representative communicates routinely with the User Department, professional and responsive to User Department's request for information.

Comments A Action will continue to meet users quality of expectations according to company standards. With on going training, strong communication, and good management. They will be very successful in the Fulton County Libraries.

**COST CONTROL**

**20/20**

Rating <b>Outstanding:</b> Compliance with contract pricing, all cost discrepancies are clearly identified with explanation; compliance with invoice submission requirements/price substantiation.

Comments Anthony Black and Fredericka Ross are a strong team that has been representing A Action, and doing a great job.

**GENERAL COMMENTS**

Comments *Not Specified*