

## DEPARTMENT OF PURCHASING &amp; CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT  
PROFESSIONAL SERVICES

|                     |   |                       |                     |
|---------------------|---|-----------------------|---------------------|
| Report Period Start | Report Period End   | Contract Period Start | Contract Period End |
| 1/1/2019            | 10/7/2019   | 1/1/2019              | 12/31/2019          |
| PO Number           |   |                       | PO Date             |
| 15RFP98638K-JD-R3   |   |                       | 1/25/2019           |
| Department          | Real Estate and Asset Management  |                       |                     |
| Bid Number          | 15RFP98638K-JD  |                       |                     |
| Service Commodity   | Comprehensive Operation and Preventive Maintenance for the Fulton Co Jail |                       |                     |
| Contractor          | Johnsons 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> |
| = 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)

☐ 0  
☐ 1  
☐ 2  
☒ 3  
☐ 4

Comments:

Johnson Controls (JCI) continues to adhere to contract specifications and exhibits a high degree of technical excellence. Maintenance technicians are highly skilled and qualified to complete the requisite work. Monthly maintenance reporting requirement continues to be a highlight of the operation as Fulton County is given a detailed overview of the status of overall maintenance operations at the jail.

## . 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:

JCI has continued to be DREAM's highest performing maintenance group. Over 90% of all corrective maintenance work orders are completed within 5 days with over 95% of all preventive maintenance work being completed on time and according to manufacturers' specifications. All major milestones are routinely being met and JCI continues to be highly responsive to change and/or directives. The only timeliness issue experienced during the reporting period involved JCI's delay in addressing deficiencies noted during the fire marshal's annual inspection. Work was completed but should have been addressed approximately 2 weeks earlier.

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

☐ 0  
☐ 1

Comments:

- ☐ 2  
☐ 3  
☒ 4

JCI management and staff are hyper responsive to any all inquiries whether they are initiated by the end-user (FCSO) or by DREAM. Any issues ranging from capital equipment problems or administrative issues, such as invoicing, are promptly reported to the County.

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

- ☐ 0  
☐ 1  
☐ 2  
☒ 3  
☐ 4

**Comments:**

All work completed by JCI meets end-user and DREAM expectations. Projects are always delivered within budget and invoiced properly. Once scope is agreed upon by JCI and the County, JCI never offers substitutes.

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

- ☐ 0  
☐ 1  
☐ 2  
☒ 3  
☐ 4

**Comments:**


JCI key personnel are highly qualified and have the requisite credentials and experience to operate the Fulton Jail. Managers and supervisors are both effective and efficient as evidenced by the work order completion percentages. Key staff are always available to handle any and all operational or administrative requests.

Overall Performance Rating: 3.0

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

☒ Yes ☐ No

Rating completed by: Joe Davis

| Department Head Name | Department Head Signature   | Date       |
|----------------------|---|------------|
| JOSEPH N. DAVIS      |  | 10/18/2019 |