

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
OTHER SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
2/1/2020	6/30/2020	2/27/2020	12/31/2020
PO Number			PO Date
020720000*0000276			2/27/2020
Department	Real Estate and Asset Management		
Bid Number	19ITB120358C-GS		
Service Commodity	Fire Protection(Sprinkler)System Testing and Maintenance		
Contractor	VSC Fire and Security		

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

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

Comments:

Quality of goods and services rendered by the vendor have been satisfactory and acceptable. Vendor is compliant to the specification requirements and has been prompt in reports/administration.

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

Comments:

Vendor responds to calls very promptly. Response times were as per contract or better than that. There has been no issues related to the vendors ability to meet milestones.

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

Comments:

☐ 2
☐ 3
☒ 4

Fulton County has established a very good line of communication with the vendor which has recently been reinforced through a Business Process Review meeting with the. Vendor's follow up actions based on the meeting was excellent

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

☐ 0
☐ 1
☒ 2
☐ 3
☐ 4

Comments:
Vendor meets quality expectations most of the time. However not enough work was done against this contract so far. This will be strictly reviewed in the coming quarters

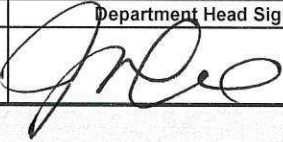
. Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)

☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:
Contractor's key personnel possess sufficient knowledge and experience to undertake the scope of work. There has been good coordination of work between vendor's dispatch staff, technicians and Fulton County contract administrator.

Overall Performance Rating: 3.0

Would you select/recommend this vendor again? Check box for Yes. Leave Blank for No) <input checked="" type="radio"/> Yes <input type="radio"/> No	Rating completed by:	vijaya.nair
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Department Head Name	Department Head Signature	Date
JOSEPH M DAVIS		7/6/2020

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
OTHER SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
2/1/2020	6/30/2020	2/7/2020	12/31/2020
PO Number			PO Date
020720000*00277			2/27/2020
Department	Real Estate and Asset Management		
Bid Number	19ITB120358C-GS		
Service Commodity	Fire Protection(Sprinkler System) Testing and Maintenance		
Contractor	Central Fire Protection		

= Unsatisfactory	Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.
= 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.
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Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

Comments:

Vendor has been providing services for a limited period of time due to the onset of pandemic. Services offered are of acceptable quality. Vendor has complied with technical specifications in services. Technicians employed by the vendor are trained and knowledgeable

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

Comments:

Vendor has been flexible as far as responding to service requests. But it appears that the vendor is short-handed as far as technicians are concerned. No major projects have been assigned to the vendor as of now and this factor will need further evaluation

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

Comments:

☐ 2
☒ 3
☐ 4

In the beginning of the review period, Fulton County had difficulty in establishing a contact and communication with the vendor. This was because the only person whose contact information was available left the company and no one else could be contacted. A communication protocol has now been established. Vendor has, since then, been responsive inquiries.

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

☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:
Because the vendor is new to Fulton County, the satisfaction levels are being evaluated. Vendor has been told and the vendor accepted, the expectations the County has. Vendor's estimates and invoices have been within limits of the budget for this item

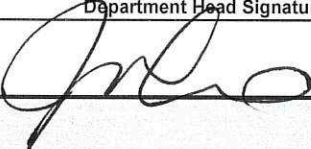
Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)

☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:
Vendor's key personnel has exhibited the knowledge and experience he has, in this field, Fulton County has established a protocol for service calls and preventive maintenance calls which have been complied with. Vendor's services are available as needed, but the speed of response will require improvement.

Overall Performance Rating: 2.8

Would you select/recommend this vendor again? Check box for Yes. Leave Blank for No) <input checked="" type="radio"/> Yes <input type="radio"/> No	Rating completed by:	vijaya.nair
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Department Head Name	Department Head Signature	Date
Joseph N. Davis		7/6/2020