

Performance Evaluation Details

ID	E1
Project	Janitorial Services for Selected Fulton County Facilities(Groups E, F, G, H & I)
Project Number	21ITB130447C-GS
Supplier	American Facility Services, Inc.
Supplier Project Contact	Andrea Nugent (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2023 to 06/30/2023
Effective Date	08/09/2023
Evaluation Type	Formal
Interview Date	08/08/2023
Expectations Meeting Date	08/08/2023
Status	Completed
Publication Date	08/09/2023 10:17 AM EDT
Completion Date	08/09/2023 10:17 AM EDT
Evaluation Score	82

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

Excellent: There are no, or very minimal, quality problems, and the Contractor has met the contract requirements.

Comments

Not Specified

TIMELINESS OF PERFORMANCE

14/20

Rating

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

Comments

AFS could improve somewhat in the area of periodic work. At times, they must be prompted to complete periodic tasks that should be on a regular schedule. Overall, they are performing adequately during this period.

BUSINESS RELATIONS

17/20

Rating

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

Comments

Project Management for AFS at the North and South Service Centers could continue to improve with increased quality control. Communication is positive and professional, but sometimes active responses to requests takes a little time.

CUSTOMER SATISFACTION

17/20

Rating

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

Comments

Not Specified

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

To my knowledge, AFS is generally in compliance with County invoicing requirements.

GENERAL COMMENTS

Comments

Overall, AFS has performed well at the North and South Service Centers during this period. They could continue to improve with increased quality control and more efforts towards meeting timelines for periodic tasks. In addition, a bit more attention needs to be given to night-time, detail cleaning.

Performance Evaluation Details

ID	E1
Project	Janitorial Services for Selected Fulton County Facilities(Groups E, F, G, H & I)
Project Number	21ITB130447C-GS
Supplier	QCS Cleaning Inc. DBA/ Quality Cleaning Services
Supplier Project Contact	Clifford Featherstone (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2023 to 06/30/2023
Effective Date	07/26/2023
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	07/26/2023 02:37 PM EDT
Completion Date	07/26/2023 02:37 PM EDT
Evaluation Score	85

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

Excellent: There are no, or very minimal, quality problems, and the Contractor has met the contract requirements.

Comments

Not Specified

TIMELINESS OF PERFORMANCE

14/20

Rating

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

Comments

Quality Cleaning continues to provide excellent service overall. They need to ensure that the required amount of day porter hours and night cleaning are followed consistently.

BUSINESS RELATIONS

17/20

Rating

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

Comments

Not Specified

CUSTOMER SATISFACTION

17/20

Rating

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

Comments

Not Specified

COST CONTROL

20/20

Rating

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

Comments

Not Specified

GENERAL COMMENTS

Comments

The contact for Quality is professional and responsive. They are knowledgeable in the area of janitorial services.

Performance Evaluation Details

ID	E1
Project	Janitorial Services for Selected Fulton County Facilities(Groups E, F, G, H & I)
Project Number	21ITB130447C-GS
Supplier	chi-Ada Corporation
Supplier Project Contact	Bart Okoro (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2023 to 06/30/2023
Effective Date	08/28/2023
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	08/28/2023 01:13 PM EDT
Completion Date	08/28/2023 01:13 PM EDT
Evaluation Score	76

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

During this rating period, Chi-Ada has struggled at times to provide adequate services in GROUP F - NORTH per the contract. Overall, they have performed somewhat better in GROUP F - SOUTH, GROUP E and GROUP H. However, they could benefit greatly from additional quality control and contract oversight.

TIMELINESS OF PERFORMANCE

14/20

Rating

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

Comments

Additional attention needs to be placed on floor work scheduling / completion and cleaning and scrubbing of restrooms. In addition, there needs to be increased emphasis on the timely maintenance of the South Fulton Library parking deck.

BUSINESS RELATIONS

14/20

Rating

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

Comments

Communications and responsiveness have been hindered at times by an apparent lack of internal communication between Chi-Ada representatives during this period. Though the representatives almost always respond to County staff eventually, at times the responses are slow.

CUSTOMER SATISFACTION

14/20

Rating

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

Comments

Generally speaking, during this rating period there have still been a number of calls received and concerns expressed with regard to day-to-day cleaning. Chi-Ada would improve greatly in this area with additional quality control and training of on-site cleaners. Overall, customers have been satisfied though there are a few specific locations where this rating could improve.

COST CONTROL

20/20

Rating

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

Comments

Not Specified

GENERAL COMMENTS

Comments

Chi-Ada is an experienced company capable of providing improved services at County facilities with improvements in communications, training, and quality control.