

Performance Evaluation Details

ID	E6
Project	Maintenance and Testing of Fire-Intrusion Alarm Systems
Project Number	22ITB134894C-MH
Supplier	Entec Systems, Inc.
Supplier Project Contact	Jared Coile (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2024 to 06/30/2024
Effective Date	07/08/2024
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	07/08/2024 03:20 PM EDT
Completion Date	07/08/2024 03:20 PM EDT
Evaluation Score	79

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 Vendor continues to provide goods and services of very good quality. Work is performed in full compliance with NFPA 25 specifications. There has been no occasion for complaint by user department

TIMELINESS OF PERFORMANCE

17/20

Rating

Excellent: There are no delays and the contractor has exceeded the agreed upon time schedule.

Comments Vendor has complied with the scheduling of PM and repair jobs. They are continuing to cooperate with various building occupants and Fulton County DREAM staff in completing the NFPA inspections as scheduled

BUSINESS RELATIONS

14/20

Rating

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

Comments Vendor routinely responds to inquiries about repair and PM work and adjusts schedules considering priority of work.

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 Vendor is very responsive to service requests and calls. Full cooperation is available while scheduling work with multiple facilities owned or occupied by County Departments

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 Vendor is very punctual in submitting invoices. Invoices are always accurate and use bid / contract pricing. There has been no occasion for correcting a charge in any invoice

GENERAL COMMENTS

Comments We may consider the vendor as a reliable source for the services contracted.