



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2022	6/30/2022	1/1/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
DO 52003102200000000000363		3/10/2022	
Department			
Real Estate and Asset Mangement			
Bid Number		Service Commodity	
21ITB130146C-GS		Preventive & Predictive Maintenance Services for Chillers	
Contractor			
Mechanical Services, Inc.			
Performance Rating			
0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.		
1 = Poor	Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customer somewhat satisfied.		
2 = Satisfactory	Archives 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.		
3 = Good	Archives 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		
4 = Excellent	Archives 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.		
1. Quality of Goods/Services		(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification)	
<input type="radio"/>	0	During this review period, Mechanical Services Inc. (MSI), fully complied with all work plans. They have met 95% of the specification compliance. Their technicians are very knowledgeable and professional. Their communication with DREAM personnel has been very detailed as it pertains to services rendered.	
<input type="radio"/>	1		
<input type="radio"/>	2		
<input type="radio"/>	3		
<input checked="" type="radio"/>	4		
2. Timeliness of Performance		(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)	
<input type="radio"/>	0	MSI has met key milestones per their contract and have proven to be reliable. There were numerous occasions in which MSI was called upon for their services and they delivered them within the contractual response timetable. They also delivered a resolution over 90% of the time. There have been several times that MSI was called upon during critical situations	
<input type="radio"/>	1		
<input type="radio"/>	2		
<input checked="" type="radio"/>	3		
<input type="radio"/>	4		

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	MSI's responsiveness to inquiries has been prompt coming from their service manager and field technicians. Invoices have been received on time and when an inquiry was made into any discrepancies, the communications from their office managers were clear and transparent.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
<input type="radio"/>	0	Overall, when MSI completed their contractual agreement we were satisfied 95% of the time.
<input type="radio"/>	1	MSI staff has provided on-site customer care visits to affirm Fulton County ' s satisfaction with their services. Again, their field technicians display a high level of professionalism and
<input type="radio"/>	2	continually go above and beyond to ensure that DREAM ' s key personnel are updated on their progress reports.
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	MSI's key field technicians continue to demonstrate a high degree of knowledge, experience and expertise during this review period. It shows that their technicians have been very well trained and have many years of experience working in the HVAC industry. They independently manage their contract with little to no supervision required by County staff and continue to respond promptly to any requests in a professional manner
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	3.60	Date	09-01-2022
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	Dexter Dyer		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

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Purchaser Order Number		Purchase Order Date	
DO 5200310220000000000036		3/10/2022	
Department			
Real Estate and Asset Mangement			
Bid Number	Service Commodity		
21ITB130146C-GS	Preventive & Predictive Maintenance Services for Chillers		
Contractor			

Johnson Controls, Inc.

Performance Rating

0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.
1 = Poor	Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customer somewhat satisfied.
2 = Satisfactory	Archives 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.
3 = Good	Archives 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
4 = Excellent	Archives 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.

1. Quality of Goods/Services	(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification)
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<input type="radio"/> 0	During this review period Johnson Controls Inc. (JCI), have met most of the work plan requirements. It is my experience that JCI has competent technicians who perform their work at a good level.
<input type="radio"/> 1	
<input type="radio"/> 2	
<input checked="" type="radio"/> 3	
<input type="radio"/> 4	

2. Timeliness of Performance	(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)
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<input type="radio"/> 0	JCI has met on key milestones per their contract. They have delivered within the contractual terms and conditions and met expectations.
<input type="radio"/> 1	
<input type="radio"/> 2	
<input checked="" type="radio"/> 3	
<input type="radio"/> 4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	JCI's responsiveness to inquiries has been prompt from their salesmen, engineers, technicians and service management. Invoices are sent by their Service Manager immediately following the service call. When an inquiry is made in reference to a discrepancy, the communication from JCI managers has been prompt and precise.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
<input type="radio"/>	0	Overall, JCI continues to work towards completing their contractual agreement. JCI ' s technicians display a high level of professionalism and have often went above and beyond the call of duty. They have made weekend phone calls and sent emails to ensure that DREAM and their end users were completely satisfied.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	JCI's key technicians continue to demonstrate a high degree of experience and expertise during this review period. Their Service Management team, technicians and subcontractors continue to stay in close contact with County staff concerning ongoing projects to ensure customer satisfaction.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

Overall Performance Rating	3.00	Date	09-01-2022
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	Dexter Dyer		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

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1/1/2022	6/30/2022	1/1/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
DO 52003102200000000000364		3/10/2022	

Department

Real Estate and Asset Mangement

Bid Number

Service Commodity

21ITB130146C-GS

Preventive & Predictive Maintenance Services for Chillers

Contractor

Daikin Applied Americas, Inc.

Performance Rating

0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.
1 = Poor	Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customer somewhat satisfied.
2 = Satisfactory	Archives 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.
3 = Good	Archives 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.
4 = Excellent	Archives 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.

1. Quality of Goods/Services

(Specification Compliance – Technical Excellence –
Reports/Administration – Personnel Qualification)

<input type="radio"/>	0	During this review period, Mechanical Services Inc. Daikin, fully complied with all work plans. They have met 95% of the specification compliance. Their technicians are very knowledgeable and professional. Their communication with DREAM personnel has been very detailed as it pertains to services rendered.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

2. Timeliness of Performance

(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)

<input type="radio"/>	0	Daikin has met key milestones per their contract and have proven to be reliable. There were numerous occasions in which MSI was called upon for their services and they delivered them within the contractual response timetable. They also delivered a resolution over 90% of the time. There have been several times that MSI was called upon during critical situations
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Daikin's responsiveness to inquiries has been prompt coming from their service manager and field technicians. Invoices have been received on time and when an inquiry was made into any discrepancies, the communications from their office managers were clear and transparent.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
Score: 80%		
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
<input type="radio"/>	0	Overall, when Daikin completed their contractual agreement we were satisfied 95% of the time. Daikin's staff has provided on-site customer care visits to affirm Fulton County's satisfaction with their services. Again, their field technicians display a high level of professionalism and continually go above and beyond to ensure that DREAM's key personnel are updated on their progress reports.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
Score: 95%		
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	Daikin's key field technicians continue to demonstrate a high degree of knowledge, experience and expertise during this review period. It shows that their technicians have been very well trained and have many years of experience working in the HVAC industry. They independently manage their contract with little to no supervision required by County staff and continue to respond promptly to any requests in a professional manner.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
Score: 80%		

Overall Performance Rating	3.80	Date	09-01-2022
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	Dexter Dyer		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

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