



**DEPARTMENT OF PURCHASING &  
CONTRACT COMPLIANCE**

**CONTRACTORS PERFORMANCE REPORT**

**PROFESSIONAL SERVICES**

Report Period Start	Report Period End	Contract Period Start	Contract Period End
04/01/2022	9/30/2022	01/01/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
040622*525		04/06/22	

Department: Real Estate and Asset Management

Bid Number: 19ITB118796C-BKJ      Service Commodity: Fire Extinguisher Testing and Maintenance Services

Contractor: Summit Fire & Security

**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	Summit Fire is a great vendor. They have great office staff that keep us informed of current work assignments. The technicians are very professional, and knowledgeable in their field
<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	Summit Fire has continually accommodated any, and all our scheduling needs. If I express a particular work assignment as urgent, they make it their priority to get it scheduled, and completed
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

<b>3. Business Relations</b>		<b>(Responsiveness to Inquires – Prompt Problem Notifications)</b>
<input type="radio"/>	0	Summit Fire does a good job responding to phone call, and emails.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
<b>4. Customer Satisfaction</b>		
<b>(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)</b>		
	0	Summit Fire has always completed the work correctly, and not had to be called back out to address a issues related to their workmanship. Invoices are received in a timely manner as well.
	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
<b>5. Contractors Key Personnel</b>		
<b>(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)</b>		
<input type="radio"/>	0	Summit Fire does a great job. I have no complaints with them. They are a very professional business that is structured well. And is able to produce quality work for all our needs.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	4.00	Date	9-22-22
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	Patrick Ent		
Department Head Name:	Joseph Davis		
Department Head Signature			

After completing the form:

 records

Save the form

Submit

Print

Save



## INTEROFFICE MEMORANDUM

**TO:** Felicia Strong-Whitaker, Director, Purchasing and Contract Compliance

**FROM:** Joseph Davis, Director, DREAM 

**DATE:** October 7, 2022

**SUBJECT:** Contractor's Performance Report – Cintas Fire Protection, Inc.

---

The Contractor listed below to our knowledge has never provided any professional goods or services to Fulton County's Department of Real Estate and Asset Management:

**PROJECT:** Fire Extinguisher Testing and Maintenance Services

**PROJECT NO.:** 22ITB134833C-MH

**CONTRACTOR:** Cintas Fire Protection, Inc.  
1705 Corporate Drive, Suite 440  
Norcross, GA 30093

**POC:** Mr. Lee Ruddick, Sales Specialist

**PHONE:** (770) 333-9988

**EMAIL:** [ruddickb@cintas.com](mailto:ruddickb@cintas.com)

If you have any questions, please contact Harry Jordan at (404) 612-5933

JD/MR/VN/WP/haj

C: Michael Ross, Administrator, DREAM  
Vijay Nair, Building Maintenance Manager, DREAM  
Willie Perryman, Building Maintenance Manager, DREAM