

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
GOODS AND COMMODITIES SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
10/1/2020	12/31/2020	1/20/2021	12/31/2021
PO Number			PO Date
Department	INFORMATION TECHNOLOGY		
Bid Number	19ITBC05212019K-DB		
Service Commodity	Desktop Computers		
Contractor	Dell Marketing, LP		

0 = Unsatisfactory	<i>Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.</i>
1 = Poor	<i>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.</i>
2 = Satisfactory	<i>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.</i>
3 = Good	<i>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.</i>
4 = Excellent	<i>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.</i>

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

Comments:

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

The quality of the Dell Desktops and Laptops meet and exceed County Specifications with a 5 year warranty. If there are any issues with the equipment up delivery or in field services are addressed in a timely manner that also exceeds the County expectations.

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

Comments:

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Dell has consistently met the requirements for delivery and warranty support. Warranty repairs are completed within 2 business days. If the equipment can not be repaired it is replaced under warranty.

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

Comments:

☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Dell continues to prompt responses to inquires for quotes and service issues.

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

☐ 0

☐ 1

☐ 2

☐ 3

☒ 4

Comments:

Dell ensures that equipment orders are filled with items according to specifications. Dell ensures that the equipment is available and represents the County during internal meetings to escalate orders despite the COVID-19 pandemic.

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

☐ 0

☐ 1

☐ 2

☐ 3

☒ 4

Comments:

Dell has provided Fulton County with a dedicated support team that is professional and sensitive to the needs of the County. Dell staff in consistent in promptly responding to inquiries and quotes.

Overall Performance Rating: 3.8		
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:	Natasha.Rosser
Department Head Name	Department Head Signature	Date
Glenn Melendez	<div>Glenn Melendez</div> <div>Glenn Melendez (Jan 11, 2021 11:57 EST)</div>	1/11/2021