



**DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE**

**CONTRACTORS PERFORMANCE REPORT**

**PROFESSIONAL SERVICES**

Report Period Start	Report Period End	Contract Period Start	Contract Period End
9/1/2021	12/31/2021	1/1/2022/	4/30/2022

Purchaser Order Number	Purchase Order Date
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Department

Sheriff's Office

Bid Number	Service Commodity
17RFP33017B-BR	Inmate Food Service

Contractor

Aramark

**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	Comments
<input type="radio"/>	1	
<input checked="" type="radio"/>	2	
<input 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	Comments
<input checked="" type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input type="radio"/>	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input checked="" type="radio"/>	0	Comments
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input type="radio"/>	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
	0	Comments
	1	
<input checked="" type="radio"/>	2	
<input type="radio"/>	3	
<input type="radio"/>	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	Comments
<input type="radio"/>	1	
<input checked="" type="radio"/>	2	
<input type="radio"/>	3	
<input type="radio"/>	4	

Overall Performance Rating	1.40	Date	
Would you select/recommend this vendor again?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	
Rating completed by:			
Department Head Name:	Sheriff Pat Labat		
Department Head Signature			

After completing the form:  
 Submit to Purchasing  
 Print a copy for your records  
 Save the form

Submit

Print

Save



**FULTON COUNTY SHERIFF'S OFFICE**

**PATRICK "PAT" LABAT**  
FULTON COUNTY SHERIFF

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[WWW.FCSOGA.ORG](http://WWW.FCSOGA.ORG)

DATE: March 24, 2022

TO: Felicia Strong-Whitaker, Purchasing Director

FROM: Sheriff Patrick "Pat" Labat

SUBJECT: Corrective Action Plan (Aramark)

This memo is in reference to the current inmate food service provider agreement between Aramark Food Service, Inc., Fulton County Government and the Fulton County Sheriff's Office. During the 4<sup>th</sup> Quarter of 2021, we experienced some deficiencies in the services we received in reference to this contract.

After multiple meetings between myself, Aramark and members of the Sheriff's Office personnel, we have put in place plans to correct the deficiencies that were discussed. We believe that by instituting these actions, performance will continue to improve. With that being the case, I am willing to extend the current agreement until December 31, 2022.

During that time, we will continue to monitor Aramark's progress and continue with the RFP solicitation process.