

## Performance Evaluation Details

<b>ID</b>	E10
<b>Project</b>	Standby Emergency Repair and Restoration Services
<b>Project Number</b>	20RFP127348C-CG
<b>Supplier</b>	Complete Contracting Partners LLC
<b>Supplier Project Contact</b>	Quincy Collins (preferred language: English)
<b>Performance Program</b>	Goods and Commodity Services
<b>Evaluation Period</b>	04/01/2024 to 06/30/2024
<b>Effective Date</b>	07/17/2024
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	Not Specified
<b>Expectations Meeting Date</b>	Not Specified
<b>Status</b>	Completed
<b>Publication Date</b>	07/17/2024 09:59 AM EDT
<b>Completion Date</b>	07/17/2024 09:59 AM EDT
<b>Evaluation Score</b>	88

### 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**

**17/20**

Rating **Excellent:** There are no, or very minimal, quality problems, and the Contractor has met the contract requirements.

**Comments** Contractor has demonstrated excellent performance level and quality with all performance /specification requirements met, with minimal, quality problems.

**TIMELINESS OF PERFORMANCE**

**17/20**

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

**Comments** There are no delays that contractor could control, this contractor during evaluation period has exceeded the agreed upon time scheduled.

**BUSINESS RELATIONS**

**20/20**

Rating **Outstanding:** The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent".

**Comments** During this evaluation period, Complete contracting partner has demonstrated outstanding performance level that justifies adding a point to score because they have responded multiple times on short notice and complete task timely to prevent business interruptions.

**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** Complete Contracting Partners has communicated routinely with User Departments, professionally and responsive to need of user Departments request for information.

**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** Complete Contracting Partners has no cost discrepancies identified by User Departments that required explanation. They have been compliant with contract pricing and invoice submission met.

**GENERAL COMMENTS**

**Comments** Overall, this evaluation period Fulton County has been overly satisfied with work and patience during Cyber Security Attack creating issues when software and computers along Accounts payable was not capable of processing invoices and payment.

## Performance Evaluation Details

<b>ID</b>	E10
<b>Project</b>	Standby Emergency Repair and Restoration Services
<b>Project Number</b>	20RFP127348C-CG
<b>Supplier</b>	Full Circle Restoration
<b>Supplier Project Contact</b>	John Irvine (preferred language: English)
<b>Performance Program</b>	Goods and Commodity Services
<b>Evaluation Period</b>	04/01/2024 to 06/30/2024
<b>Effective Date</b>	07/17/2024
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	Not Specified
<b>Expectations Meeting Date</b>	Not Specified
<b>Status</b>	Completed
<b>Publication Date</b>	07/17/2024 10:00 AM EDT
<b>Completion Date</b>	07/17/2024 10:00 AM EDT
<b>Evaluation Score</b>	88

### 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**

**17/20**

Rating  
**Excellent:** There are no, or very minimal, quality problems, and the Contractor has met the contract requirements.

Comments  
Full Circle have been minimal quality problems now that a new project manager was assigned to account.

**TIMELINESS OF PERFORMANCE**

**17/20**

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

Comments  
With a new Project Manager assigned to account we have noticed a n improved commitment and timeliness of performance has improved greatly.

**BUSINESS RELATIONS**

**20/20**

Rating  
**Outstanding:** The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent".

Comments  
Full Circle has demonstrated an outstanding performance level that justifies adding a point to the score due to their commitment and dependability to support Fulton County during first quarter and second quarter while we overcome Cyber Attack and system wer down and we could provide payments they worked with us in spite of having outstanding invoices.

**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  
All User Departments where mitigation and repair work were necessary due to floods and mold issues were completely satisfied with the swift response and turn around to correct environmental issues.

**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  
Full Circle were very mindful of contract pricing and minor discrepancies identified and resolved quickly.

**GENERAL COMMENTS**

Comments  
Overall, Full Circle has proved to be a very capable and reliable partner that have [proved very capable when there were needs for restoration and repair.