

Performance Evaluation Details

ID	E10
Project	Standby Emergency Repair and Restoration Services
Project Number	20RFP127348C-CG
Supplier	Full Circle Restoration
Supplier Project Contact	John Irvine (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2024 to 06/30/2024
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Draft
Evaluation Score	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.

Performance Evaluation Details

ID	E10
Project	Standby Emergency Repair and Restoration Services
Project Number	20RFP127348C-CG
Supplier	Complete Contracting Partners LLC
Supplier Project Contact	Quincy Collins (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Draft
Evaluation Score	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.