

Performance Evaluation Details

ID	E9
Project	Maintenance and Testing of Fire-Intrusion Alarm Systems
Project Number	22ITB134894C-MH
Supplier	Entec Systems, Inc.
Supplier Project Contact	Jared Coile (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	01/01/2025 to 03/31/2025
Effective Date	05/10/2025
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	05/10/2025 01:44 PM EDT
Completion Date	05/10/2025 01:44 PM EDT
Evaluation Score	79

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

Vendor provided goods and services of very good quality. Work was performed in full compliance with national specifications and requirements in the bid. There has been no occasion for complaint about the quality of work.

TIMELINESS OF PERFORMANCE

17/20

Rating

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

Comments

Vendor responded to the work orders for PM and repair jobs as scheduled. Vendor cooperated with various building occupants and Fulton County DREAM staff for scheduling of work and in completing the NFPA inspections as scheduled. Repairs were completed as and when scheduled

BUSINESS RELATIONS

14/20

Rating

Satisfactory: Response to inquiries and/or technical, service, administrative issues is consistently effective.

Comments

Vendor responded to inquiries and questions about technical or service issues very effectively. Vendor also responds in a timely manner to scheduling questions

CUSTOMER SATISFACTION

14/20

Rating

Satisfactory: Contractor representative is reasonably responsive to User Department request for information and professional.

Comments

Vendor was very responsive to service requests and calls. There have been no call backs to complete any work performed by the vendor. Vendor also provided support for new installations and capital improvement projects.

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

Vendor submitted invoices within reasonable time after completion of work. Invoices were accurate and the prices were as quoted in the bid. Vendor also submitted documents like inspection reports and service reports along with invoices or when called for.

GENERAL COMMENTS

Comments

Not Specified