

## Performance Evaluation Details

<b>ID</b>	E1
<b>Project</b>	HVAC On-Call Maintenance Services Countywide
<b>Project Number</b>	23ITB110923C-GS
<b>Supplier</b>	Mechanical Services, Inc.
<b>Supplier Project Contact</b>	Ben Ralston (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>	09/18/2024
<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>	09/18/2024 10:25 AM EDT
<b>Completion Date</b>	09/18/2024 10:25 AM EDT
<b>Evaluation Score</b>	85

### 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**

During this review period, Mechanical Services Inc. (MSI), fully complied with all work plans. They have become the epitome of the specification compliance. Their technicians are very knowledgeable and professional. Their communication with DREAM personnel has been excellent as it pertains to services rendered.

**TIMELINESS OF PERFORMANCE**

**17/20**

**Rating**

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

**Comments**

MSI has met key milestones per their contract and have proven to be reliable. There were numerous occasions in which MSI was called upon for their services and they delivered them within the contractual response timetable. They delivered a level of service that is second to none. There have been several times that MSI was called upon during critical situations where they went above and beyond. They have often worked around the clock, on weekends and holidays to minimize the downtime of HVAC equipment.

**BUSINESS RELATIONS**

**17/20**

**Rating**

**Excellent:** Response to inquiries and/or technical, service, administrative issues exceeds Government expectation.

**Comments**

MSI's responsiveness to inquiries has been prompt coming from their service manager and field technicians. Invoices have been received on time and at times have even been hand delivered. When an inquiry was made concerning any discrepancies, the communication from their office managers was clear and transparent.

**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**

Overall, when MSI completed their contractual agreement we were satisfied most of the time. MSI's staff has provided on-site customer care visits to affirm Fulton County's satisfaction with their services. Again, their field technicians display a high level of professionalism and continually go above and beyond to ensure that DREAM's key personnel are updated on their progress reports. As a result of this MSI has become the go to for all needs.

**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**

MSI's key field technicians continue to demonstrate a high degree of knowledge, experience and expertise during this review period. It shows that their technicians have been very well trained and have many years of experience working in the HVAC industry. They independently manage their contract with little to no supervision required by County staff and continue to respond promptly to any requests in a professional manner. I am highly impressed that each technician has a specific specialty that makes for completing large projects rapidly, and keep us under budget where possible.

**GENERAL COMMENTS**

**Comments**

*Not Specified*

## Performance Evaluation Details

<b>ID</b>	E1
<b>Project</b>	HVAC On-Call Maintenance Services Countywide
<b>Project Number</b>	23ITB110923C-GS
<b>Supplier</b>	Trane US Inc
<b>Supplier Project Contact</b>	Thomas Brown (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>	09/18/2024
<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>	09/18/2024 10:16 AM EDT
<b>Completion Date</b>	09/18/2024 10:16 AM EDT
<b>Evaluation Score</b>	85

### 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**

During this review period, TRANE has complied with all work plans. Their technicians are very knowledgeable and professional. Their communication with DREAM personnel has been very detailed as it pertains to reports and updated of services rendered.

**TIMELINESS OF PERFORMANCE**

**17/20**

**Rating**

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

**Comments**

TRANE has met key milestones per the contract and have proven to be reliable. On occasions in which TRANE were called upon for their services they responded within an acceptable timetable and provided a resolution. Recently TRANE has completed an HVAC system upgrade in our 4700 North Point Pkwy Building. This project was very well planned, and TRANE was transparent and forthright with all information surrounding changes or delays where Fulton County Staff was concerned.

**BUSINESS RELATIONS**

**17/20**

**Rating**

**Excellent:** Response to inquiries and/or technical, service, administrative issues exceeds Government expectation.

**Comments**

TRANE's responsiveness to inquiries has been prompt coming from their service manager and field technicians. Invoices have been received on time and when an inquiry was made into any discrepancies, the communications from their office managers were clear and transparent.

**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**

Overall, when TRANE completed their contractual agreement, we were satisfied. TRANE's staff provided on-site customer care visits to affirm the status of Fulton County satisfaction with their services. Again, their field technicians displayed a high level of professionalism and often went out their way by sending status reports on the weekends to ensure that DREAM's key personnel were updated on their progress reports.

**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**

TRANE's key field technicians continue to demonstrate a high degree of knowledge, experience, and expertise in this review period. It shows that their technicians have been very well trained and have many years working in the HVAC industry. They independently manage their contract with little to no supervision required by County staff and continue to respond promptly to any requests in a professional manner, and keeping projects under budget where possible.

**GENERAL COMMENTS**

**Comments**

Trane and its staff overall is a pleasure to work with.



## INTEROFFICE MEMORANDUM

**TO:** Felicia Strong-Whitaker, Chief Purchasing Agent,  
Director of Purchasing and Contract Compliance

**FROM:** Joseph Davis, Director, DREAM <sup>JD</sup>

**DATE:** September 10, 2024

**SUBJECT:** Contractor's Performance Report – JR Hobbs Co. \_  
Atlanta, LLC – 23ITB110923C-GS for HVAC on Call  
Maintenance Services Countywide

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The Contractor listed below have not been established as a contractor/vendor in BidNet due to the new Contract Agreement just been established cause for no evaluation for performance at this time. Once services have been rendered/or project completed during active evaluation (quarterly) period, then a complete performance evaluation will be done by the Department representative (Project Manager).

**PROJECT:** HVAC on Call Maintenance Services Countywide

**PROJECT NO.:** 23ITB110923C-GS

**CONTRACTOR:** JR Hobbs Co. - Atlanta, LLC  
2021 Cedars Rd., Suite 100  
Lawrenceville, GA 30043

**POC:** Zach Poole, Vice President and General Counsel

**PHONE:** (844) 711-3302

**EMAIL:**

If you have any questions, please contact Khandi Flowers at (404) 612-7944.

JD/TD/JA/kf

C: Tim Dimond, DREAM Deputy Director  
John Adams, DREAM Administrator  
Willie Perryman, Building Maintenance Manager  
Vijay Nair, Building Maintenance Manager  
Harry Jordan, Contract Administrator, DREAM



## INTEROFFICE MEMORANDUM

**TO:** Felicia Strong-Whitaker, Chief Purchasing Agent,  
Director of Purchasing and Contract Compliance

**FROM:** Joseph Davis, Director, DREAM <sup>JD</sup>

**DATE:** September 10, 2024

**SUBJECT:** Contractor's Performance Report – 5 Seasons  
Mechanical, LLC – 23ITB110923C-GS for HVAC on Call  
Maintenance Services Countywide

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The Contractor listed below have not been established as a contractor/vendor in BidNet due to the new Contract Agreement just been established cause for no evaluation for performance at this time. Once services have been rendered/or project completed during active evaluation (quarterly) period, then a complete performance evaluation will be done by the Department representative (Project Manager).

**PROJECT:** HVAC on Call Maintenance Services Countywide

**PROJECT NO.:** 23ITB110923C-GS

**CONTRACTOR:** 5 Seasons Mechanical, LLC  
6971 Peachtree Industrial Blvd  
Peachtree Corners, GA 30092

**POC:** Anouar Soyah, CEO

**PHONE:** (770) 727-5000

**EMAIL:**

If you have any questions, please contact Khandi Flowers at (404) 612-7944.

JD/TD/JA/kf

C: Tim Dimond, DREAM Deputy Director  
John Adams, DREAM Administrator  
Willie Perryman, Building Maintenance Manager  
Vijay Nair, Building Maintenance Manager  
Harry Jordan, Contract Administrator, DREAM