

Performance Evaluation Details

ID	E5
Project	Janitorial Services for Fulton County Facilities (Groups C, D & G)
Project Number	23ITB138801C-GS
Supplier	GOOD SUCCESS COMPANY, INC.
Supplier Project Contact	KENNETH R DAVIS (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2025 to 06/30/2025
Effective Date	07/15/2025
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	07/15/2025 12:00 PM EDT
Completion Date	07/15/2025 12:00 PM EDT
Evaluation Score	65

Related Documents

Related Documents	Size	Uploaded Date
Good Success Janitorial Contract Meeting (26 Jun 2025)Rev#1.doc [doc]	74 Kb	06/27/2025 08:25 AM EDT
Good Success 60 Day Work Plan Version#1 (003).docx [docx]	20 Kb	06/27/2025 03:19 PM EDT

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

10/20

Rating

Needs Improvement: Overall compliance requires significant User Department resources to ensure achievement of contract requirements.

Comments

1.Floor Maintenance: The quality of floor work was consistently below acceptable levels across most facilities. Specifically:
oPool area cleaning was inconsistent.
oCarpet cleaning required significant improvement.
oHardwood flooring in multipurpose areas did not meet County approval standards.
oTile and grout cleaning/maintenance in restroom and lockers rooms was not consistent enough to meet Fulton County Government standards.
oLinoleum floors were in poor condition and in need of extensive attention.
2.Employee Performance: Staff showed limited knowledge of appropriate cleaning practices, and the quality of cleaning performed was inconsistent and often subpar.
3.Staff Accountability: There were frequent issues with employees not being present at assigned sites, indicating a lack of accountability.
4.Quality Control: The absence of a reliable quality control process and personnel contributed significantly to ongoing performance issues and low evaluation scores.
5.Communication: While communication with the company was maintained throughout the period, interactions with management were occasionally combative and unproductive.

TIMELINESS OF PERFORMANCE

10/20

Rating

Needs Improvement: Delays require minor User Department resources to ensure achievement of contract requirements.

Comments

Good Success Company consistently struggled with meeting the Fulton County Government expectations regarding timely and professional service delivery.
1.Ongoing Cleaning Issues: Frequent communication was necessary throughout the reporting period due to unresolved cleaning issues, including those in pool areas, locker room floors, break room floors, and general facility cleaning. These recurring concerns negatively impacted the overall evaluation.
2.Floor Care Standards: Floor care across most of the serviced buildings did not meet the established daily, weekly, or monthly cleaning standards, indicating lapses in both scheduling and execution.
3.Staffing Shortages: A lack of adequate personnel significantly impacted the company's ability to deliver services in a timely and professional manner.
4.Quality Control: The absence of effective quality control personnel at the beginning of the service period hindered early identification and correction of performance issues, which could have contributed to a higher performance rating.
5.5.Product Effectiveness: The cleaning products used in several instances may have been substandard or applied inappropriately, there by resulting in poor floor cleaning outcomes that did not meet Fulton County's expectations.

BUSINESS RELATIONS

14/20

Rating

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

Comments

Business relations with Good Success Company during this reporting period ranged between Needs Improvement and Satisfactory.
1.Management Communication: Communication with upper management was consistent and ongoing, which helped maintain a working dialogue throughout the contract period.
2.Follow-Up and Oversight: However, follow-through from management to on-site staff was often lacking. This gap in oversight contributed to unresolved issues and inconsistent service delivery.
3.On-Site Visibility: The visibility of employees at key sites was frequently an issue, hindering daily operations and affecting the quality and consistency of cleaning services. Proper cleaning techniques were also not consistently applied.
4.Staff Turnover: A high rate of employee turnover further disrupted continuity and contributed to performance challenges across several locations.
5.Quality Control Support: The addition of a quality control personnel member later in the period had a positive impact. This individual played a key role in identifying issues and helping to correct daily service deficiencies.
While there were some improvements toward the end of the period, sustained efforts are needed to ensure stronger follow-through, consistent staff presence, and better coordination between management and site-level teams.

CUSTOMER SATISFACTION

14/20

Rating

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

Comments

Good Success Company demonstrated responsiveness to calls and feedback throughout the reporting period. However, overall customer satisfaction was rated as Satisfactory, with several areas requiring improvement.

1. Service Execution: Despite their responsiveness, the company's execution—particularly in floor care—consistently fell short of County standards. Inadequate performance in key areas negatively impacted customer satisfaction.
2. Staffing Challenges: The company's inability to effectively manage staff call-outs and no-shows hindered its ability to deliver consistent service, contributing to a lower satisfaction rating.
3. Lack of Quality Control: For most of the reporting period, the absence of a dedicated quality control personnel limited the company's ability to proactively identify and address service issues, further affecting performance.
4. Signs of Improvement: Toward the end of the period, the addition of new support personnel resulted in noticeable improvements. While progress has been made, continued focus is needed to meet Fulton County Government expectations and elevate customer satisfaction beyond a satisfactory level.

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

No major issue with cost control.

GENERAL COMMENTS

Comments

Good Success Company has been working with the Fulton County Government for just over a year, and their commitment to excellence is becoming increasingly evident. However, maintaining consistent cleaning standards—daily, weekly, and monthly—remains an ongoing challenge. There have been occasional instances where upper-level personnel respond defensively when provided with feedback regarding county standards. This has, at times, contributed to frontline staff not fully adhering to established procedures, which impacts task ratings. Despite these challenges, Good Success Company shows strong potential for improvement. The recent addition of new personnel to the Quality Control team is a positive step and could significantly enhance overall performance and help the company reach higher evaluation scores.

Performance Evaluation Details

ID	E4
Project	Janitorial Services for Fulton County Facilities (Groups C, D & G)
Project Number	23ITB138801C-GS
Supplier	GOOD SUCCESS COMPANY, INC.
Supplier Project Contact	KENNETH R DAVIS (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	01/01/2025 to 03/31/2025
Effective Date	04/24/2025
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	04/24/2025 10:00 AM EDT
Completion Date	04/24/2025 10:00 AM EDT
Evaluation Score	65

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

14/20

Rating

Satisfactory: Overall compliance requires minor User Department resources to ensure achievement of contract requirements.

Comments

Good Success is a company that has been with Fulton County group for about a year. We have rated them as Satisfactory with the scope of product or service they provide. Good Success company continues to have personnel issues that affect their work sites and the quality of cleaning for most of their locations. For most of the first quarter, the lack of Q.C oversight, created the need for dream staff to intervene and assist with the different locations. A good Q.C with experience, is still needed on the majority of the buildings that they are responsible for maintaining. Lack of products and good communication were a hindrance as well to the customers. Good Success continued to fall short as it relates to personnel requirements, thus hindering their ability to meet their contractual requirements for the majority of their sites that they are assigned too.

TIMELINESS OF PERFORMANCE

10/20

Rating

Needs Improvement: Delays require minor User Department resources to ensure achievement of contract requirements.

Comments

Good Success Company during the first quarter still didn't meet the county expectation as it related to timeliness of performance. There were many big and small requirements that were not met on a daily, weekly and monthly schedule. Thus, allowing Good Success Company to fall below meeting their overall contractual requirements and cleaning standards for most of their locations. There by aiding to their "Needs to improve rating".

BUSINESS RELATIONS

14/20

Rating

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

Comments

Good Success has been 79% responsive to the county inquiries for building related inquiries. With the addition of Ms. Magee and Ms. Lauren in the role of Q.C and H R rep. The future looks brighter for Good Success Company improving their ratings.

CUSTOMER SATISFACTION

10/20

Rating

Needs Improvement: Contractor representative is less responsive and less professional, requires User Department resources to identify/resolve performance/specification issues.

Comments

Customer satisfaction still has a very low rating and performance issues. Their cleaning team is still less than adequate as it relates to personnel on site and actual cleaning of the buildings. Lack of periodic cleaning and floor detailing based on contractual scope of work. Lack of major floor work (i.e. daily, weekly, and monthly task) has not materialized. Leaving the centers to complain or ask a lot of questions as it pertains to the cleaning of their buildings.

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

There were no issues with cost control

GENERAL COMMENTS

Comments

This is a repeat statement from their last CPR. The concerns are still relevant on this CPR.

Personnel and cleaning standards need major improvement and more direct communication from top management. The overall cleaning scope of work is lacking. More attention on floor detailing, general wipe downs, and Employee oversight. A strong Q.C. program, overlooking all daily, monthly and periodic cleaning is needed. Controlling of employee's working less than normal shift hours, when full eight hours are required by county.

Valarie Tillman- Logan
Carlos Gordon
Building Services Supervisors

Performance Evaluation Details

ID	E3
Project	Janitorial Services for Fulton County Facilities (Groups C, D & G)
Project Number	23ITB138801C-GS
Supplier	GOOD SUCCESS COMPANY, INC.
Supplier Project Contact	KENNETH R DAVIS (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	10/01/2024 to 12/31/2024
Effective Date	01/13/2025
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	01/13/2025 02:57 PM EST
Completion Date	01/13/2025 02:57 PM EST
Evaluation Score	69

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

14/20

Rating

Satisfactory: Overall compliance requires minor User Department resources to ensure achievement of contract requirements.

Comments

Good Success is a new company within Fulton County group. We have rated them as Satisfactory with the scope of product or service they provide. There continues to be a lack of personnel on work sites and the lack of quality cleaning for most of the locations they are responsible for and to maintain. They are not meeting the contract requirements for the majority of sites that they are assigned too. A good G.C experience is still needed on the majority of the buildings they are responsible for maintaining.

TIMELINESS OF PERFORMANCE

10/20

Rating

Needs Improvement: Delays require minor User Department resources to ensure achievement of contract requirements.

Comments

Good success is falling below meeting the overall contract requirements and cleaning standards for most of their locations. Thus, receiving a satisfactory rating. Central zone is pleased with the majority of Good Success cleaning process.

BUSINESS RELATIONS

14/20

Rating

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

Comments

Good Success has been 80% responsive to the county inquires for building related inquires. There is room for improvement.

CUSTOMER SATISFACTION

14/20

Rating

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

Comments

Their cleaning team is still less than adequate as it relates to personnel on site and actual cleaning of the buildings. Lack of periodic cleaning and floor detailing based on contract scope of work.

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

Good cost control.

GENERAL COMMENTS

Comments

Personnel and cleaning standards need major improvement and more direct communication from top management. The overall cleaning scope of work is lacking. More attention on floor detailing, general wipe downs, and Employee oversight. A strong Q.C. program, overlooking all daily, monthly and periodic cleaning is needed. Controlling of employee's working less than normal shift hours, when full eight hours are required by contract.