

## DEPARTMENT OF PURCHASING &amp; CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT  
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2020	6/30/2020	1/1/2020	12/31/2020
PO Number			PO Date
DO 031120-0678			
Department	<u>Real Estate and Asset Management</u>		
Bid Number	<u>17 ITB109620C-BKJ</u>		
Service Commodity	<u>Janitorial contract Cleaning</u>		
Contractor	A-Action		

= Unsatisfactory	<i>Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.</i>
= Poor	<i>Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.</i>
= Satisfactory	<i>Achieves contract requirements 80% of the time; generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.</i>
= Good	<i>Achieves contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied.</i>
= Excellent	<i>Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers expectations are exceeded.</i>

## . Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

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 4

## Comments:

A-Action continues to be a good company that provides quality service to customers and county staff. Fredreka and Anthony are a very reliable asset to the County in communication efforts and cleaning efforts within this particular company.

## . Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

0  
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## Comments:

A-Action continues to manage, meet deadlines, and responds to inquires from staff and customers on a daily basis. Their level of professionalism is top notch. A Action is very responsive to the county needs and request.

## . Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

0  
 1

## Comments:

2 A-Action business practice is very professional. Field staff has become very proactive with new and re-opening buildings to meet contractual needs.

3

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. Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

Comments:

0 -Action is a solid company that meets county expectations. Their front office and field staff are very professional. A-Action invoicing meets Fulton County standards. The management team is very accountable and responsive to the county needs.

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. Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)

Comments:

0 Anthony Black and Fredericka Ross are very professional in their daily task, while interacting with county staff and customers. The two employees of A-Action understands their craft and the nature of their business that they are in. They are two outstanding employees that make A-Action stand out among other contractors. Their quality of works speaks for itself. Their professionalism and understanding of the craft continues to reach high marks with the county employees and general public.

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Overall Performance Rating: 3.6

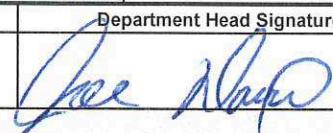
Would you select/recommend this vendor again?  
Check box for Yes. Leave Blank for No)

Yes  No

Rating completed by:

carlos.gordon

Department Head Name  
JESSON N. DAVIS

Department Head Signature  


Date  
8/25/2020

## DEPARTMENT OF PURCHASING &amp; CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT  
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2020	6/30/2020	1/1/2020	12/31/2020
PO Number			PO Date
DO 0312220-0685			3/12/2020
Department	<u>Real Estate and Asset Management</u>		
Bid Number	<u>17ITB109620C-BKJ</u>		
Service Commodity	<u>Janitorial Service ( Groups C &amp; G)</u>		
Contractor	Diversified Maintenance-RWS, LLC		

= Unsatisfactory	<i>Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.</i>
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## . Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

0  
 1  
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## Comments:

A change of project manager has improved quality of goods and service tremendously.

## . Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

0  
 1  
 2  
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 4

## Comments:

Timelessness of performance has improved with new management team.

## . Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

0  
 1

## Comments:

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Diversified management team has attempted to improved in communication and responsiveness when problems arises within the Senior centers or Annex locations. It is highly recommend that diversified continues to strive to improve their Q.C program.

. Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

Comments:

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Building customers and county staff are acceptable with the nightly cleaning standards of Diversified cleaning service. The overall attitude of management has improved with the recent changes of the project manager and company responsiveness to the needs of the customers and staff has improved greatly. Billing is up to date with County standards.

. Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)

Comments:

The new management team has vast experience and knowledge of working conditions at the county. New management supervision has performed up to standards.

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Overall Performance Rating: 2.6

Would you select/recommend this vendor again?  
Check box for Yes. Leave Blank for No)

- Yes
- No

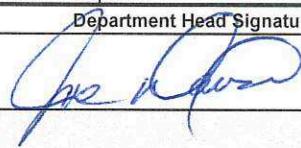
Rating completed by:

carlos.gordon

Department Head Name

JOSEPH N. DAVIS

Department Head Signature



Date

10/21/2020