

Performance Evaluation Details

ID	E11
Project	On-Site Door Repair and Overhead Door Preventive Predictive Maintenance
Project Number	21ITB131067C-GS
Supplier	DH Pace Company, Inc.
Supplier Project Contact	Jordan Fisher (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	10/01/2024 to 12/31/2024
Effective Date	01/06/2025
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	01/06/2025 02:38 PM EST
Completion Date	01/06/2025 02:38 PM EST
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. There has been no issues related to quality or goods or performance level. Services were in compliance with specifications

### TIMELINESS OF PERFORMANCE

14/20

Rating

**Satisfactory:** There are no, or minimal, delays that impact achievement of contract requirements.

Comments

Vendor has made improvements in ensuring completion of projects within schedules. There was no delay that caused any serious impact on the operation of Fulton County's services.

### BUSINESS RELATIONS

17/20

Rating

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

Comments

Vendor maintained very good communication with Fulton County through its Account Manager, who is generally very responsive and inclined to help. The Account Manager also made serious efforts to reduce delays

### 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

Contractor's staff and representative are very responsive to service requests and request for information. The Accounts Manager is always at hand to help with emergency services.

### COST CONTROL

14/20

Rating

**Satisfactory:** Minimal contract pricing issues, cost discrepancies identified by User Department that require explanation, cost/price issues resolved in timely manner.

Comments

Vendor uses contract terms and prices for invoicing. Invoices are accurate and timely. Vendor also helps to chase payments by submitting periodic statement of invoices.

### GENERAL COMMENTS

Comments

*Not Specified*