

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT  
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
07/01/2021	09/30/2021	1/1/2021	12/31/2021
PO Number		PO Date	
20ITB042220B-FB-R1			
Department	Information Technology		
Bid Number	20ITB042220B-FB		
Service Commodity	Countywide Structured Cabling and Physical Security		
Contractor	Georgia Cabling & Electric		

<b>0 = Unsatisfactory</b>	<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>
<b>1 = Poor</b>	<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>
<b>2 = Satisfactory</b>	<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>
<b>3 = Good</b>	<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>
<b>4 = Excellent</b>	<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>

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

**Comments:**

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Vendor's Quality of Goods/Services has been acceptable, vendor has provided technical assistance as needed. Vendor's personnel qualification has been acceptable.

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

**Comments:**

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Vendor's Timeless of Performance have been acceptable - Milestones were met per contractual agreement. Responsiveness has been acceptable.

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

**Comments:**

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Vendor's responsiveness to inquiries has been acceptable and has been prompt to address problem requiring the vendor's attention.

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

**Comments:**

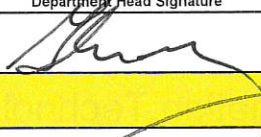
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Vendor has been timely and met User Quality Expectations, Specification within budget. Vendor has been prompt with submitting invoices.

- 0
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Comments:

Vendor's key personnel has been available as needed and vendor has provided adequate supervision of staff.

Overall Performance Rating: 3.6		
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No)	Rating completed by:	Gregory Crayton
<input checked="" type="radio"/> Yes <input type="radio"/> No		
Department Head Name	Department Head Signature	Date
		10/8/21