

Performance Evaluation Details

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| ID | E1 |
| Project | Janitorial Services for Fulton County Facilities (Groups C, D & G) |
| Project Number | 23ITB138801C-GS |
| Supplier | American Facility Services, Inc. |
| Supplier Project Contact | Andrea Nugent (preferred language: English) |
| Performance Program | Goods and Commodity Services |
| Evaluation Period | 04/01/2024 to 06/30/2024 |
| Effective Date | 08/27/2024 |
| Evaluation Type | Formal |
| Interview Date | Not Specified |
| Expectations Meeting Date | Not Specified |
| Status | Completed |
| Publication Date | 08/27/2024 10:28 AM EDT |
| Completion Date | 08/27/2024 10:28 AM EDT |
| Evaluation Score | 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

American Facility Service Inc has a strong background in working with Fulton County and a high standard in meeting contract requirements.

TIMELINESS OF PERFORMANCE

14/20

Rating

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

Comments

AFS Inc, needs some improvement in this area, due to the wide scope of locations they maintain. There is high expectation for good Q C, when it pertains to the building's overall appearances. We are confident that they will achieve an excellent rating in the future.

BUSINESS RELATIONS

17/20

Rating

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

Comments

AFS Inc, employee's and staff are very knowledgeable about their craft and their responsibilities toward the County needs and wants. They are proactive with maintaining high standards within the County buildings.

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

In collaboration with my South zone colleague. AFS Inc, is very responsive and accountable as it relates to customer communication. Their response time is very quick and professional.

COST CONTROL

20/20

Rating

Outstanding: Compliance with contract pricing, all cost discrepancies are clearly identified with explanation; compliance with invoice submission requirements/price substantiation.

Comments

There are no cost control problems.

GENERAL COMMENTS

Comments

AFS Inc, is a well-established company with a long track record with Fulton County.