

**DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE**

**CONTRACTORS PERFORMANCE REPORT  
CONSTRUCTION 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					
Department	<b>Real Estate and Asset Management</b>				
Bid Number	<b>19ITB312987-K-JAJ</b>				
Service Commodity	<b>New Roof Construction &amp; Maintenance/Repair</b>				
Contractor	<b>Ideal Building Solutions</b>				

0 = Unsatisfactory	Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.
1 = Poor	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.
2 = Satisfactory	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.
3 = Good	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.
4 = Excellent	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.

**1. Project Development (-Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification)**

**Comments:**

0 Contractor's has brought in additional field supervision that is receptive to seeking solutions for unique problems and technical experts to ensure requirements are met. Contractor remains responsive to requests of all kinds.

1

2

3

4

**2. Design (-Were Milestones Met Per Contract – Reliability – Responsiveness to Direction/Change – On Time Completion – Liquidated Damages)**

**Comments:**

0 Contractor has made all efforts to meet milestones. Contractor has cooperated with numerous changes and provided additional supervision of their teams which has resulted in more successful completions.

1

2

3

4

**3. Award - Proposal Development (-Met Timeless/Due Dates - Reasonable/Cooperative - Flexible/Motivated - Prompt Problem Notification)**

**Comments:**

<input type="radio"/> 0	Contractor's preparation of proposals is efficient and succinct with the exception of a few instances. They provided a fast return for all requested items. Upon request, most issues were resolved in a timely manner. Overall, our User Groups were very pleased with this contractor's workforce's knowledge and professionalism at our locations. This contractor has continually responded on weekends during cold or heavy rain event days and provided resolution to the condition.
<input type="radio"/> 1	
<input type="radio"/> 2	
<input type="radio"/> 3	
<input checked="" type="radio"/> 4	

4. Construction (-Mobilization Timely – Were Milestones Met – Met/Exceeded Specifications – Within Budget Performance – Proper Invoicing – Quality of Work – Responsive to Owner)

<input type="radio"/> 0	Comments:
<input type="radio"/> 1	Contractor has expanded their specialty into waterproofing and general contacting. They could however benefit from greater review of their subcontractors proposals for accuracy...
<input type="radio"/> 2	
<input checked="" type="radio"/> 3	
<input type="radio"/> 4	

5. Closeout Action and Contractors Key Personnel (-Effective Management - Credentials/Experience - Ability to Accomplish Mission - Conduct)

<input type="radio"/> 0	Comments:
<input type="radio"/> 1	Contractor's staff and supervision receive on-going training with attendance at individual Conferences, Conventions & Trainings that provide new and innovative products and approaches to the industry methods and techniques. Contractor consistently recommends new methodologies to Fulton County that are more cost effective. Time saving and less intrusive to our User groups.
<input type="radio"/> 2	
<input type="radio"/> 3	
<input checked="" type="radio"/> 4	

Overall Performance Rating:	3.8	
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No)		
<input checked="" type="radio"/> Yes	<input type="radio"/> No	
Department Head Name	Department Head Signature	Date
Joseph N. Davis		6/17/2020

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1/1/2020	6/30/2020	1/1/2020	12/31/2020
PO Number			PO Date
Department	<b>Real Estate and Asset Management</b>		
Bid Number	<b>19ITB312987K-JAJ</b>		
Service Commodity	<b>Roof Construction, Maintenance &amp; Repair</b>		
Contractor	<b>Ben Hill Roofing</b>		

0 = Unsatisfactory

Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction

1 = Poor

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.

2 = Satisfactory

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.

3 = Good

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.

4 = Excellent

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.

**1. Project Development (-Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification)**

Comments:

0  
 1  
 2  
 3  
 4

1-Supervision and work crews have required technical expertise to perform contract work. Contractor has been responsive to repairs and Preventative maintenance.

**2. Design (-Were Milestones Met Per Contract – Reliability – Responsiveness to Direction/Change – On Time Completion – Liquidated Damages)**

0  
 1  
 2  
 3  
 4

Comments:

2-Project completions have been on time thus far. Contractor has been proactive acclimating to Fulton County policies to ensure minimal interruptions to daily operations at the various Fulton County Facilities.

**3. Award - Proposal Development (-Met Timeless/Due Dates - Reasonable/Cooperative - Flexible/Motivated - Prompt Problem Notification)**

Comments:

<input type="radio"/> 0	3-Contractor's preparation of proposals is efficient and clear. Contractor has provided a quick turn-around of requested items. Issues have been resolved in a timely manner. User Groups have been satisfied with contractor's work force knowledge and professionalism at our locations.
<input type="radio"/> 1	
<input type="radio"/> 2	
<input checked="" type="radio"/> 3	
<input type="radio"/> 4	

4. Construction (-Mobilization Timely – Were Milestones Met – Met/Exceeded Specifications – Within Budget Performance – Proper Invoicing – Quality of Work – Responsive to Owner)

<input type="radio"/> 0	Comments: 4-Contractor has met quality standards. Project proposals have kept within industry standards of pricing for similar types of work.
<input type="radio"/> 1	
<input type="radio"/> 2	
<input checked="" type="radio"/> 3	
<input type="radio"/> 4	

5. Closeout Action and Contractors Key Personnel (-Effective Management - Credentials/Experience - Ability to Accomplish Mission - Conduct)

<input type="radio"/> 0	Comments: 5-Contractor's staff and supervision receive on-going training for Safety.
<input type="radio"/> 1	
<input type="radio"/> 2	
<input checked="" type="radio"/> 3	
<input type="radio"/> 4	

Overall Performance Rating:	3.0	
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No)	Rating completed by:	Michelle.Cox
<input checked="" type="radio"/> Yes <input type="radio"/> No		
Department Head Name	Department Head Signature	Date
Joseph M. Davis		6/17/2020

## INTEROFFICE MEMORANDUM



**TO:** Felicia Strong-Whitaker, Director, Purchasing and Contract Compliance

**FROM:** Joseph Davis, Director, DREAM *(Signature)*

**DATE:** July 9, 2020

**SUBJECT:** Contractor's Performance Report – RYCARS, Construction, LLC

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The Contractor listed below have not received an evaluation due to the project is still in progress and/or no professional services, products or any deliverables have been delivered to Fulton County's Department of Real Estate and Asset Management. Once services have been rendered/or project completed, then a complete performance evaluation will be done by the Department representative (Project Manager).

**PROJECT:** Roof Maintenance, Repair and Replacement Services Countywide

**PROJECT NO.:** 19ITB312987K-JAJ (B)

**CONTRACTOR:** RYCARS Construction, LLC  
3450 Buffington Center, Suite B  
Atlanta, GA 30349

**POC:** Mr. Ryan E. Burks, President

**PHONE:** (404) 209-9991

**EMAIL:** [rburks@rycars.com](mailto:rburks@rycars.com)

If you have any questions, please contact Harry Jordan at (404) 612-5933

JD/SB/MC/haj

C: Sam Bakare, Construction Manager, DREAM  
Michelle Cox, Senior Project Manager, DREAM