

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
GOODS AND COMMODITIES SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
10/1/2019	12/31/2019	1/1/2019	12/31/2019
PO Number			PO Date
072419-1342			7/24/2019
Department	Real Estate and Asset Management		
Bid Number	19MA120463C-GS		
Service Commodity	Tires, Tubes, Accessories and Services		
Contractor	Hill Tire Company		

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

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

Comments:

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Hill tire always provides tires and/or accessories other services that exceed specifications. Their inventory on hand is consistent with industry standards. Whenever specialty items are needed, the vendor is quick to respond with the fulfillment of product.

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

Comments:

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Hill Tire consistently responds to inventory inquiries in a timely manner. The response rate for item request, is generally same day. The vendor is diligent in their efforts to provide items to support each repair facility, regardless of the logistics or volume of the request.

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

Comments:

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

The staff at Hill Tire are efficient whenever additional product specification research is needed to fulfill an order. The staff members are proficient and diligent in their efforts to resolve any issues related to items and accessories.

. Customer Satisfaction (met user quality expectations - met specification - within budget - proper invoicing - no substitutions)

- ☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

We are satisfied with the goods and services that Hill provides. The goods are well priced and of good quality. The level of inventory is sufficient to service our organization with minimal delay.

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

- ☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

The management team is experienced and is quick to support any changes within our organizational structure. The level in which requests are handled often are timely and professional in response.


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:

kier.freeman

Department Head Name	Department Head Signature	Date
JOSEPH DAVIS		2/26/2020

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
GOODS AND COMMODITIES SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
7/10/2019	12/31/2019	7/10/2019	12/31/2019
PO Number			PO Date
072419-1343			7/24/2019
Department	REAL ESTATE AND ASSET MANAGEMENT		
Bid Number	19MA120463C-GS		
Service Commodity	Tires, Tubes, Accessories and Services		
Contractor	Nextire Group		

= 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)

Comments:

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

NextTire supplies the County with products that surpass expectations and specifications. The items are of high quality and the inventory is sufficient to handle the large number of vehicles in our fleet.

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

Comments:

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

NextTire provides goods and services in a timely manner and respond promptly to all requests. In the event of inclement weather, the vendor is ready to assist with specialty items such as tire chains and tires to outfit emergency preparedness equipment.

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

Comments:

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

The staff at NextTire is friendly and professional. They provide excellent customer service and are knowledgeable about their products and services. Same day service is typically rendered regardless to volume of order request.

Customer Satisfaction (met User Quality Expectations - met specification - within budget - Proper Invoicing - no Substitutions)

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

NexTire provides detailed invoices in a timely manner. The vendor provides invoices upon delivery of product as well as electronically to ensure that the appropriate staff obtain documentation needed to make payment.

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

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

The management at NexTire are consummate professionals who provide excellent support and assist with staying with the County's budget. The account manager provides an open line of communication and works to resolve any issues. Requests for additional documentation or material catalogs are expedited whenever needed.

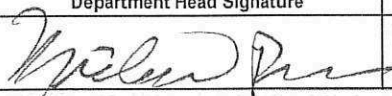
Overall Performance Rating: 4.0

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

☒ Yes ☐ No

Rating completed by:

kier.freeman

Department Head Name	Department Head Signature	Date
MICHAEL ROSS		2/26/2020 2/27/20

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
GOODS AND COMMODITIES SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2019	12/31/2019	1/1/2019	12/31/2019
PO Number			PO Date
051719-0072			5/17/2019
Department	Real Estate and Asset Management		
Bid Number	MA 520 19SWC119364C		
Service Commodity	Tires, Tubes, Accessories & Services		
Contractor	Atlanta Commercial Tire		

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

Comments:

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Based on the various types of vehicles serviced through Central Maintenance, the vendors selection of available items often exceeds our requirements. We find their inventory to be sufficient enough to service our entire fleet from mid-sized vehicles to the heavy-duty water resources equipment.

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

Comments:

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Atlanta Commercial responds to all requests in a timely manner. During cases of anticipated inclement weather, the vendor is able to provide specialty tires and/ accessories needed to respond to the Public Safety needs.

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

Comments:

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

All Atlanta Commercial's employees are knowledgeable and helpful. The staff has been extremely accommodating to our department in support of the various business operational changes made.

Customer Satisfaction (met User Quality Expectations - met Specification - within Budget - Proper Invoicing - No Substitutions)

Comments:

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

The vendor is compliant when submitting invoices for payment. The invoices are easy to read, outline detailed information and contain the necessary information needed to process a payment as set forth by the Department of Finance.

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

Comments:

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Atlanta Commercial's Management/ Leadership personnel are all professional, knowledgeable and responsive in nature. There is an open line of communication between Fulton County staff and Atlanta Commercials management team.

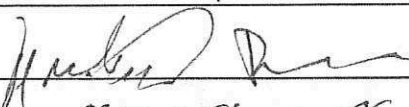
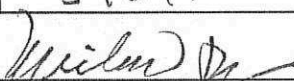
Overall Performance Rating: 4.0

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

☒ Yes ☐ No

Rating completed by:

kier.freeman

Department Head Name	Department Head Signature	Date
 MICHAEL ROSS	2/27/20 	2/26/2020