



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
4-1-22	6-30-22	1-1-22	12-31-22
Purchaser Order Number		Purchase Order Date	
22MA130147C-GS		2/22/2022	
Department			
DREAM			
Bid Number		Service Commodity	
21ITB130147C-GS		Modular Workstations Furniture	
Contractor			

5 STAR OFFICE FURNITURE

Performance Rating

0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.
1 = Poor	Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customer somewhat satisfied.
2 = Satisfactory	Archives 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	Archives 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	Archives 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. Quality of Goods/Services

(Specification Compliance – Technical Excellence –
Reports/Administration – Personnel Qualification)

☐	0	Comments: Archives 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	
☐	2	
☐	3	
☒	4	

2. Timeliness of Performance

(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)

☐	0	Comments: Milestones were met per contract as expected.
☐	1	
☐	2	
☐	3	
☒	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Comments: Vendor rep is very responsive to request for meeting user groups, any issues or concerns and any issues related to damages, repairs or correction to orders.
☐	1	
☐	2	
☐	3	
☒	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	Comments: Customers are highly satisfied with vendor performance on assisting with design option for furniture and office equipment.
☐	1	
☐	2	
☐	3	
☒	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Comments: Key personnel are very knowledgeable and responsible to request from Fulton County User groups.
☐	1	
☐	2	
☐	3	
☒	4	

Overall Performance Rating	4.00	Date	8-31-22
Would you select/recommend this vendor again?		☒ Yes	☐ No
Rating completed by:	Keith Johnson		
Department Head Name:	Joseph Davis		
Department Head Signature	<i>Joseph Davis</i>		

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OFFICE DESIGN CONCEPTS GEORGIA, LLC

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Department

DREAM

Bid Number

Service Commodity

2IITB130147C-GS

Modular Workstations Furniture

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BELTMANN RELOCATION GROUP

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