

Performance Evaluation Details

ID	E4
Project	Carpet, Carpet Tile Installation and Repair Services
Project Number	20ITB125835C-GS
Supplier	HPI Floors, LLC
Supplier Project Contact	Lawrence E Hollinshead (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	10/01/2023 to 12/31/2023
Effective Date	01/19/2024
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	01/19/2024 11:52 AM EST
Completion Date	01/19/2024 11:52 AM EST
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 The contractor provided material and services of good quality. The Project Manager of the vendor was familiar with Fulton County's contract requirements. All conditions in the contract were complied with.

TIMELINESS OF PERFORMANCE

17/20

Rating Excellent: There are no delays and the contractor has exceeded the agreed upon time schedule.

Comments Contractor provided services in a timely manner and within the agreed upon schedule. There were no delays and no inconvenience to customers due to delay in installation.

BUSINESS RELATIONS

17/20

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

Comments The contractor maintained excellent contact and relationship with Fulton County staff who managed the contract. The contractor always responded to calls and questions about product/services

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 Contractor was flexible to work off-hours and on weekends. That ensured timely completion of work. No complaints from any customer about quality of product or services.

COST CONTROL

17/20

Rating Excellent: Compliance with contract pricing, minor cost discrepancies identified by User Department that require explanation, quickly resolved cost/price issues; compliance with invoice submission, corrections resolved quickly.

Comments Contractor's invoices were in compliance with the price quotes in the ITB. There were no problem related to invoice submission or the amounts invoiced.

GENERAL COMMENTS

Comments This contractor is a great resource for carpet and other floor covering services