



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2022	6/30/2022	1/1/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
DO 52003102200000000000362		3/10/2022	
Department			
Real Estate and Asset Mangement			
Bid Number		Service Commodity	
20ITB125598C-GS		HVAC On Call Maintenance Services Countywide	
Contractor			
Mechanical Services, Inc.			
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	During this review period, Mechanical Services Inc. (MSI), fully complied with all work plans. They have met 95% of the specification compliance. Their technicians are very knowledgeable and professional. Their communication with DREAM personnel has been very detailed as it pertains to services rendered.	
☐	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	MSI has met key milestones per their contract and have proven to be reliable. There were numerous occasions in which MSI was called upon for their services and they delivered them within the contractual response timetable. They also delivered a resolution over 90% of the time. There have been several times that MSI was called upon during critical situations	
☐	1		
☐	2		
☒	3		
☐	4		

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	MSI's responsiveness to inquiries has been prompt coming from their service manager and field technicians. Invoices have been received on time and when an inquiry was made into any discrepancies, the communications from their office managers were clear and transparent.
☐	1	
☐	2	
☐	3	
☒	4	
Score 99%		
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	Overall, when MSI completed their contractual agreement we were satisfied 95% of the time. MSI's staff has provided on-site customer care visits to affirm Fulton County's satisfaction with their services. Again, their field technicians display a high level of professionalism and continually go above and beyond to ensure that DREAM's key personnel are updated on their progress reports.
☐	1	
☐	2	
☐	3	
☒	4	
Score 95%		
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	MSI's key field technicians continue to demonstrate a high degree of knowledge, experience and expertise during this review period. It shows that their technicians have been very well trained and have many years of experience working in the HVAC industry. They independently manage their contract with little to no supervision required by County staff and continue to respond promptly to any requests in a professional manner.
☐	1	
☐	2	
☐	3	
☒	4	
Score 95%		

Overall Performance Rating	3.80	Date	09-01-2022
Would you select/recommend this vendor again?	☒ Yes	☐ No	
Rating completed by:	Dexter Dyer		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

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Purchaser Order Number		Purchase Order Date	
DO 52003102200000000000360		3/10/2022	
Department			
Real Estate and Asset Mangement			
Bid Number		Service Commodity	
20ITB125598C-GS		HVAC On Call Maintenance Services Countywide	
Contractor			
Trane U.S., Inc.			
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	During this review period, TRANE has complied with all work plans. Their technicians are very knowledgeable and professional. Their communication with DREAM personnel has been very detailed as it pertains to services rendered.	
☐	1		
☐	2		
☐	3		
☒	4		
		Score 90%	
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	TRANE has met key milestones per the contract and have proven to be reliable. Recently TRANE has declined in their performance level they have been very slow to respond when called upon.	
☐	1		
☒	2		
☐	3		
☐	4		
		Score 70%	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	TRANE's responsiveness to inquiries has been prompt coming from their service manager and field technicians. Invoices have been received on time and when an inquiry was made into any discrepancies, the communications from their office managers were clear and transparent.
☐	1	
☐	2	
☒	3	
☐	4	
Score 90%		
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	Overall, when MSI completed their contractual agreement we were satisfied 95% of the time. Trane's staff has provided on-site customer care visits to affirm Fulton County's satisfaction with their services. Again, their field technicians display a high level of professionalism and continually go above and beyond to ensure that DREAM's key personnel are updated on their progress reports.
☐	1	
☐	2	
☐	3	
☒	4	
Score 95%		
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	TRANE's key field technicians continue to demonstrate a high degree of knowledge, experience and expertise in this review period. It shows that their technicians have been very well trained and have many years working in the HVAC industry. They independently manage their contract with little to no supervision required by County staff and continue to respond promptly to any requests in a professional manner.
☐	1	
☐	2	
☒	3	
☐	4	

Overall Performance Rating	3.20	Date	09-01-2022
Would you select/recommend this vendor again?	☒ Yes	☐ No	
Rating completed by:	Dexter Dyer		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

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Purchaser Order Number		Purchase Order Date	
DO 52003102200000000000361		3/10/2022	
Department			
Real Estate and Asset Mangement			
Bid Number		Service Commodity	
20ITB125598C-GS		HVAC On Call Maintenance Services Countywide	
Contractor			
Johnson Controls, Inc.			
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	During this review period Johnson Controls Inc. (JCI), have met most of the work plan requirements. It is my experience that JCI has competent technicians who perform their work at a satisfactory level.		
☐ 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	JCI has made significant progress on key milestones per their contract. Weekly meetings are held with JCI to review and confirm expectations in order to avoid any missed deadlines and failures to complete work plans.		
☐ 1			
☒ 2			
☐ 3			
☐ 4			

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	JCI's responsiveness to inquiries has been prompt from their salesmen, engineers, technicians and service management. Invoices are sent by their Service Manager immediately following the service call. When an inquiry is made in reference to a discrepancy, the communication from JCI managers has been prompt and precise.
☐	1	
☐	2	
☒	3	
☐	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	Overall, JCI continues to work towards completing their contractual agreement. The arranged meetings have improved JCI's performance in areas where we had initially experienced a less than acceptable performance. JCI's technicians display a high level of professionalism and have often went above and beyond the call of duty. They have made weekend phone calls and sent emails to ensure that DREAM and their end users were completely satisfied.
☐	1	
☐	2	
☒	3	
☐	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	JCI's key technicians continue to demonstrate a high degree of experience and expertise during this review period. Their Service Management team, technicians and subcontractors continue to stay in close contact with County staff concerning ongoing projects to ensure customer satisfaction.
☐	1	
☐	2	
☒	3	
☐	4	

Overall Performance Rating	2.60	Date	09-01-2022
Would you select/recommend this vendor again?	☒ Yes	☐ No	
Rating completed by:	Dexter Dyer		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

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DO 52003102200000000000362		3/10/2022	
Department			
Real Estate and Asset Mangement			
Bid Number		Service Commodity	
20ITB125598C-GS		HVAC On Call Maintenance Services Countywide	
Contractor			
Daikin Applied Americas, Inc.			
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.		
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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	During this review period, Mechanical Services Inc. Daikin, fully complied with all work plans. They have met 95% of the specification compliance. Their technicians are very knowledgeable and professional. Their communication with DREAM personnel has been very detailed as it pertains to services rendered.	
☐	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	Daikin has met key milestones per their contract and have proven to be reliable. There were numerous occasions in which MSI was called upon for their services and they delivered them within the contractual response timetable. They also delivered a resolution over 90% of the time. There have been several times that MSI was called upon during critical situations	
☐	1		
☐	2		
☐	3		
☒	4		

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Daikin's responsiveness to inquiries has been prompt coming from their service manager and field technicians. Invoices have been received on time and when an inquiry was made into any discrepancies, the communications from their office managers were clear and transparent.
☐	1	
☐	2	
☐	3	
☒	4	
Score 90%		
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	Overall, when Daikin completed their contractual agreement we were satisfied 95% of the time. Daikin's staff has provided on-site customer care visits to affirm Fulton County's satisfaction with their services. Again, their field technicians display a high level of professionalism and continually go above and beyond to ensure that DREAM's key personnel are updated on their progress reports.
☐	1	
☐	2	
☐	3	
☒	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Daikin's key field technicians continue to demonstrate a high degree of knowledge, experience and expertise during this review period. It shows that their technicians have been very well trained and have many years of experience working in the HVAC industry. They independently manage their contract with little to no supervision required by County staff and continue to respond promptly to any requests in a professional manner.
☐	1	
☐	2	
☐	3	
☒	4	

Overall Performance Rating	4.00	Date	09-01-2022
Would you select/recommend this vendor again?	☒ Yes	☐ No	
Rating completed by:	Dexter Dyer		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

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