

Performance Evaluation Details

ID	E5
Project	Glass and Plexiglas Repair and Maintenance
Project Number	20ITB126868C-CG
Supplier	Brad Construction Company II
Supplier Project Contact	Neal Morrison (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2023 to 06/30/2023
Effective Date	07/03/2023
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	07/03/2023 08:46 PM EDT
Completion Date	07/03/2023 08:46 PM EDT
Evaluation Score	82

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

Vendor's performance on the contract was very good. Vendor has technicians and staff that are knowledgeable and experienced. Work performed always met requirements in the contract and quality standards

TIMELINESS OF PERFORMANCE

14/20

Rating

Satisfactory: There are no, or minimal, delays that impact achievement of contract requirements.

Comments

Met timelines and delivery requirements in most cases. There have been delays in some project, like the Juvenile Curtain wall glass replacement, but those were related to supply chain response. There was no serious impact to Department's functioning and quality of work

BUSINESS RELATIONS

17/20

Rating

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

Comments

Vendor takes effort to maintain good communication with Fulton County's representative. Vendor always responded to calls or returned all calls swiftly. Inquiries and request for information are responded promptly

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 met requirements of great customer satisfaction when their communication, response to quality issues and professionalism in carrying out work are evaluated. There was no occasion of any negative response from the vendor

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

Prices are slightly high compared to market rates. However, the task assigned were ones that required high technical skill and unconventional logistics. Invoices were presented in time and the charges were accurate and as required in the contract.

GENERAL COMMENTS

Comments

This contractor has skills and experience beyond glass repair and therefore assists County in multiple ways.