

Performance Evaluation Details

ID	E3
Project	Boiler Inspection and Preventive Maintenance Services
Project Number	20ITB1008C-MH
Supplier	DAIKIN Applied
Supplier Project Contact	Joseph Williams (preferred language: English)
Performance Program	Professional Services
Evaluation Period	04/01/2023 to 06/30/2023
Effective Date	08/29/2023
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	08/29/2023 11:02 AM EDT
Completion Date	08/29/2023 11:02 AM EDT
Evaluation Score	85

Related Documents

There are no documents associated with this Performance Evaluation

OVERALL RATING GUIDE - PROFESSIONAL SERVICES

Evaluation Score Range
Outstanding = 90-100%
Excellent = 80-89%
Satisfactory = 70-79%
Needs Improvement = 50-69%
Unsatisfactory = -50%

PROJECT MANAGEMENT

17/20

Rating

Excellent: Project Management that exceeds in some areas. Understanding of project objectives, risks and Contract requirements was above average and required little direction from the User Department.

Comments

Quality Goods/Services
During this review period, Daikin Applied Services has fully complied with all work plans. Their technicians are very knowledgeable and professional. Their communication with Fulton County Government DREAM personnel has been very detailed as it pertains to services rendered.

Score 90%

SCHEDULE

17/20

Rating

Excellent: Delivered ahead of original completion date with some effort by Consultant to meet or exceed project milestone dates, or on original schedule with increased scope. At times, proactive approach to monitoring and forecasting of project schedule.

Comments

Timelines of performance
Daikin on a whole has met key milestones per the contract and have proven to be a reliable entity. There were numerous occasions in which Daikin were called upon for their services and they delivered within an acceptable timetable and provided a resolution. Daikin has recently completed a critical project and upgraded the HVAC equipment at on our facilities and it went with minimal issues.

Score 85%

QUALITY OF DESIGN, REPORTS AND DELIVERABLES

17/20

Rating

Excellent: Deliverables exceed requirements in some areas and remainder of items delivered are high quality.

Comments

Customer Satisfaction
Overall, when Daikin completed their contractual agreement we were satisfied. Daikin's staff provided on-site customer care visits to affirm the status of Fulton County satisfaction with their services. Again, their field technicians displayed a high level of professionalism and often went out their way by sending status reports on the weekends to ensure that DREAM's key personnel were updated on their progress reports.

Score 90%

COMMUNICATIONS AND CO-OPERATION

17/20

Rating

Excellent: Co-operative and timely response to the User Department concerns.

Comments

Business Relations
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.

Score 90%

OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS

17/20

Rating

Excellent: Proactive approach to oversight of Contract compliance. Compliance issues are resolved in a timely manner to the User Department's satisfaction and exceeds expectations in some areas.

Comments

Contractors Key Personnel
Daikin's Manager Mr. Joseph William and Supervisor Mr. Ryder Briggs with technicians continued 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.

Score 90%

GENERAL COMMENTS
Comments

Not Specified