

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2020	6/30/2020	1/1/2020	12/31/2020
PO Number			PO Date
032520-0736			3/25/2020
Department	Real Estate and Asset Management		
Bid Number	AML 56		
Service Commodity	HVAC/BAS Contractor		
Contractor	Trane USA, Inc.		

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

Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

Comments:

During this review period Trane, fully complied with the work plan. In fact, they met 90% of the specification compliance. Their technicians are very knowledgeable and professional, and their communication with key DREAM personnel has been concise and precise as it pertains to services rendered. Trane continues to go above and beyond in delivering their services to Fulton County.

Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

Comments:

Trane on a whole has met key milestones per the contract and has proven to be reliable. There were numerous occasions in which Trane were called upon for their services and they delivered them with in the contractual response timetable and delivered a resolution over 90% of the time. In a few instances they were hampered in the execution of their services by some operational emergencies that not only affected them but also Fulton County's IT infrastructure. Field reports continue to be on-time, accurate and have stayed on schedule 90% of the time.

Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

Comments:

- ☐ 2
☐ 3
☒ 4

Trane's responsiveness to inquiries has been prompt coming from their service manager and field technicians. Invoices have been received with a little delay and when an inquiry was made into any discrepancies, the communications from their office managers were clear and transparent.

. Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

Overall, when Trane completed their contractual agreement we were satisfied 95% of the time. Trane's staff provided on-site customer care visits (Quarterly Performance Reviews) 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 to ensure that DREAM's key personnel were updated on their progress reports.

. Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)

- ☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

Trane's key field engineers continue to demonstrate a high degree of experience and expertise in this review period, their engineers and technicians have an average of 35 years of experience in the HVAC industry. They independently manage their contract with little to no supervision required by County staff and continue to respond to any requests in a prompt and professional manner. Their engineers often times follow up with solutions to operational problems we face with our projects aiding in a 90% success rate.

Overall Performance Rating:

3.4

Would you select/recommend this vendor again?
 Check box for Yes. Leave Blank for No)

☒ Yes ☐ No

Rating completed by:

harry.jordan

Department Head Name

Department Head Signature

Date

JOSEPH M. DAVIS



3/11/20