

## Performance Evaluation Details

<b>ID</b>	E13
<b>Project</b>	Locks, Doors & Hardware Countywide
<b>Project Number</b>	21ITB130533C-GS
<b>Supplier</b>	DH Pace Company, Inc.
<b>Supplier Project Contact</b>	Jordan Fisher (preferred language: English)
<b>Performance Program</b>	Goods and Commodity Services
<b>Evaluation Period</b>	04/01/2025 to 06/30/2025
<b>Effective Date</b>	07/01/2025
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	Not Specified
<b>Expectations Meeting Date</b>	Not Specified
<b>Status</b>	Completed
<b>Publication Date</b>	07/01/2025 07:47 AM EDT
<b>Completion Date</b>	07/01/2025 07:47 AM EDT
<b>Evaluation Score</b>	76

### 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 provided goods and services of very good quality. Supplies complied with bid or design specifications and there has been no issues related to quality or goods or non-compliance with specifications

### TIMELINESS OF PERFORMANCE

14/20

Rating

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

Comments

Vendor has made improvements in completing projects in time. There were no delays in executing projects. Their operations did not cause serious impact on the operation of Fulton County's services

### BUSINESS RELATIONS

17/20

Rating

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

Comments

Vendor maintains very good relations with Fulton County through its Account Manager, who is generally very responsive and inclined to help. Continued assistance from and coordination with the Accounts Manager and Fulton County lock shop is expected

### CUSTOMER SATISFACTION

14/20

Rating

**Satisfactory:** Contractor representative is reasonably responsive to User Department request for information and professional.

Comments

Contractor's staff and representative made reasonably good response to contacts through email and phones. Vendor satisfactorily answered questions and requests for information

### COST CONTROL

14/20

Rating

**Satisfactory:** Minimal contract pricing issues, cost discrepancies identified by User Department that require explanation, cost/price issues resolved in timely manner.

Comments

Vendor used bid prices for invoicing. Invoices are accurate and timely. Vendor also helps to chase payments by submitting periodic statement of invoices

### GENERAL COMMENTS

Comments

*Not Specified*