Performance Evaluation Details

ID E5

Project Janitorial Services for Fulton County Facilities (Groups C, D & G)

Project Number 23ITB138801C-GS

Supplier American Facility Services, Inc.

Supplier Project Contact Andrea Nugent (preferred language: English)

Performance ProgramGoods and Commodity ServicesEvaluation Period04/01/2025 to 06/30/2025

Effective Date 08/18/2025

Evaluation Type Formal
Interview Date Not Specified
Expectations Meeting Date Not Specified
Status Completed

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 08/18/2025 10:32 AM EDT

Evaluation Score 91

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

Rating

Excellent: There are no, or very minimal, quality problems, and the Contractor

17/20

has met the contract requirements.

Comments American Facilities Service has provided an excellent product within all the

buildings they service for Fulton County

TIMELINESS OF PERFORMANCE 17/20

Rating

Excellent: There are no delays and the contractor has exceeded the agreed upon

time schedule.

American facilities Service is very professional and maintains a good on time performance within their buildings. Comments

BUSINESS RELATIONS 20/20

Rating

Outstanding: The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent".

Comments Business relations are excellent.

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 Customer satisfaction is very positive throughout the contract. Ratings are high.

COST CONTROL 20/20

Rating

Outstanding: Compliance with contract pricing, all cost discrepancies are clearly

identified with explanation; compliance with invoice submission requirements/price

Comments American Facilities Service maintains a good cost control throughout the contract.

GENERAL COMMENTS

Comments American Facilities Service is a fantastic Company to have on the contract.