

Performance Evaluation Details

ID	E13
Project	On-Site Door Repair and Overhead Door Preventive Predictive Maintenance
Project Number	21ITB131067C-GS
Supplier	Piedmont Door Solutions
Supplier Project Contact	Jim Adams (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2025 to 06/30/2025
Effective Date	07/01/2025
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	07/01/2025 07:57 AM EDT
Completion Date	07/01/2025 07:57 AM EDT
Evaluation Score	79

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 services of good quality. There were no quality problems for the review period. Vendor's services complied with the requirements in the bid/contract specifications.

TIMELINESS OF PERFORMANCE

17/20

Rating

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

Comments

Vendor has been able to meet the time schedule as required in the work orders or as scheduled by Fulton County. The vendor was available on-call and there were no delays in responding to service requirements.

BUSINESS RELATIONS

14/20

Rating

Satisfactory: Response to inquiries and/or technical, service, administrative issues is consistently effective.

Comments

Vendor maintained very good communication with contract management team. Vendor responded to all requests for information or inquiries, reasonably well.

CUSTOMER SATISFACTION

14/20

Rating

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

Comments

Vendor responded well on all assignments and provided reports. Vendor responded reasonably well to calls or requests for information or technical details in a professional manner

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

Vendor submitted all invoices in a timely manner. Invoices used prices quoted in the ITB and did not contain any other elements. There was no dispute about any charge/s or need to return the invoices for correction

GENERAL COMMENTS

Comments

Not Specified