

## Performance Evaluation Details

<b>ID</b>	E2
<b>Project</b>	Maintenance and Testing of Fire-Intrusion Alarm Systems
<b>Project Number</b>	22ITB134894C-MH
<b>Supplier</b>	VSC Fire & Security
<b>Supplier Project Contact</b>	Brian Broadrick (preferred language: English)
<b>Performance Program</b>	Professional Services
<b>Evaluation Period</b>	04/01/2023 to 06/30/2023
<b>Effective Date</b>	07/04/2023
<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>	07/04/2023 10:46 AM EDT
<b>Completion Date</b>	07/04/2023 10:46 AM EDT
<b>Evaluation Score</b>	82

### 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 <b>Excellent:</b> 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** Vendor has been providing services and parts of very good quality. Vendor has full knowledge of the requirements in the contract. Management of the project, scope of which includes Preventive Maintenance of fire alarm systems and rectification of deficiencies were handled effectively

**SCHEDULE**

**14/20**

Rating <b>Satisfactory:</b> Delivered on schedule or on approved amended schedule. Monitoring and forecasting of schedule as per Contract requirements.

**Comments** Vendor has made efforts to deliver services in line with schedule prepared by Fulton County. However there have been some delays in completing the Preventive Maintenance and some repairs due to lack of convergence of needs between the Vendor and Fulton County Contract Management. This is being rectified.  
Available at all time in response to service calls

**QUALITY OF DESIGN, REPORTS AND DELIVERABLES**

**17/20**

Rating <b>Excellent:</b> Deliverables exceed requirements in some areas and remainder of items delivered are high quality.

**Comments** Products and services meet requirements in quality and compliance to NFPA specifications. There have been no issues with deliverables.

**COMMUNICATIONS AND CO-OPERATION**

**17/20**

Rating <b>Excellent:</b> Co-operative and timely response to the User Department concerns.

**Comments** Vendor has been very responsive to calls, emails and service schedules. Always available for consultation and clarifications. Requests for changes are accommodated in a reasonable manner

**OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS**

**17/20**

Rating <b>Excellent:</b> 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** Vendor effectively manages their field staff while working for Fulton County, All fire and life safety compliance issues are addressed in a timely and professional manner

**GENERAL COMMENTS**

**Comments** Vendor is qualified to continue business with Fulton County

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<b>ID</b>	E2
<b>Project</b>	Maintenance and Testing of Fire-Intrusion Alarm Systems
<b>Project Number</b>	22ITB134894C-MH
<b>Supplier</b>	Entec Systems, Inc.
<b>Supplier Project Contact</b>	Jared Coile (preferred language: English)
<b>Performance Program</b>	Goods and Commodity Services
<b>Evaluation Period</b>	04/01/2023 to 06/30/2023
<b>Effective Date</b>	07/04/2023
<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>	07/04/2023 11:25 AM EDT
<b>Completion Date</b>	07/04/2023 11:25 AM EDT
<b>Evaluation Score</b>	85

### 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

<b>Excellent:</b> There are no, or very minimal, quality problems, and the Contractor has met the contract requirements.

**Comments**

Vendor met the quality requirements for the service all the time. There were no instances of not having sufficient information in the report, and the reports were comprehensive and timely.

**TIMELINESS OF PERFORMANCE**

**17/20**

Rating

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

**Comments**

Vendor completed the work always in time or as scheduled. There has been no instance of any serious delay in starting the work or delay in completion of work. When there were delays resulting from reasons beyond their control, the vendor always kept the Contract Manager updated, of the progress

**BUSINESS RELATIONS**

**17/20**

Rating

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

**Comments**

Vendor met the quality requirements for the service most of the time. Reports were always in time and contained sufficient information and were comprehensive and timely.

**CUSTOMER SATISFACTION**

**17/20**

Rating

<b>Excellent:</b> Contractor representative communicates routinely with the User Department, professional and responsive to User Department's request for information.

**Comments**

Vendor is always available on service calls and other inquiries. Ready to meet our schedules for inspection and certification of the alarm or security system.

**COST CONTROL**

**17/20**

Rating

<b>Excellent:</b> 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 always complied with the pricing in the ITB. Invoices were accurate and were submitted in time or as requested by the County representative. There has been no instance of a dispute about the charges in any invoice

**GENERAL COMMENTS**

**Comments**

Vendor is very cost-effective and cooperative.