

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

| | | | |
|---------------------|--------------------------------|-----------------------|---------------------|
| Report Period Start | Report Period End | Contract Period Start | Contract Period End |
| 1/1/2021 | 4/30/2021 | 1/1/2021 | 12/31/2021 |
| PO Number | | | PO Date |
| | | | |
| Department | Fulton County Sheriff's Office | | |
| Bid Number | 18RFP020518B-BR | | |
| Service Commodity | | | |
| Contractor | Government Tax Services | | |

| | |
|------------------|--|
| = 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:

Government Tax Services provide an excellent product every month. The Title Work is always completed an accurate. Government Tax Services prepares a 50 year Title search on all Property taxes before the Tax Sale. For each delinquent parcel, the Contractor prepare a 50 year typed title certificate by examining Fulton County Clerk of Superior Court Records and other pertinent records to determine the current owner(s), lien holder(s), deed(s) to secure debt and mortgage(s) of record;

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

Comments:

Government Tax Services is never late with deliverable of services. They are aware of all our tight deadlines and ensure through email communications and daily phone calls that product is ready on time.

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

Comments:

☐ 1
☐ 2
☐ 3
☒ 4

Government Tax Services is always available to answer questions about the Tile work. They are flexible to performed last minute Tile Work if we need additional information from original Tile Work.

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

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:
 Government Tax Services provides excellent customer services. Government Tax Services speak with the Office daily about any tile issues that may be a potential problem before the tax sale. Government Tax Services always go the extra mile to ensure that Fulton County Sheriff's Office is satisfied with their work product, by double checking Tile Work before and after the tax sale. Government Tax Services have a People first attitude.

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

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:
 Government Tax Services key personnel is always available every day to answer any questions that may occur doing the Tax Sale process and after the Tax Sale has been completed.

Overall Performance Rating: 4.0

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

☒ Yes ☐ No

Rating completed by:

| Department Head Name | Department Head Signature | Date |
|----------------------|---------------------------|----------|
| C. Ingghughy | LaMarion Green-Hughes | 5/4/2021 |