



DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
7/01/2022	9/30/2022	01/01/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
19ITB312987K-JAJR-2			
Department			
Department of Real Estate & Asset Management			
Bid Number		Service Commodity	
19ITB312987K-JAJ		Roof Construction, Maintenance & Repair	
Contractor			
Rycars Construction			
Performance Rating			
0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.		
1 = Poor	Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customer somewhat satisfied.		
2 = Satisfactory	Archives 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.		
3 = Good	Archives 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		
4 = Excellent	Archives 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.		
1. Quality of Goods/Services		(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification)	
<input type="radio"/>	0	Comments: Contractor has been responsive to repairs and Preventative maintenance.	
<input type="radio"/>	1		
<input type="radio"/>	2		
<input checked="" type="radio"/>	3		
<input type="radio"/>	4		
2. Timeliness of Performance		(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)	
<input type="radio"/>	0	Comments: Contractor's preparation of proposals is efficient and clear. Contractor has provided a quick turn-around of requested items. Issues have been resolved in a timely manner. User Groups have been satisfied with contractor's work force knowledge and professionalism at our	
<input type="radio"/>	1		
<input type="radio"/>	2		
<input type="radio"/>	3		
<input checked="" type="radio"/>	4		

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Comments:
<input type="radio"/>	1	Contractor's preparation of proposals is efficient and clear. Contractor has provided a quick turn-around of requested items. Issues have been resolved in a timely manner. User Groups have been satisfied with contractor's work force knowledge and professionalism at our locations.
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
	0	Comments:
	1	Contractor has met quality standards. Project proposals have required negotiation & revisions however; are kept within industry standards of pricing for similar types of work.
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	Comments:
<input type="radio"/>	1	Contractor supervision receive on-going training for Safety.
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	3.80	Date	11/4/2022
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	Michelle Cox, Sr. Construction Project Manager		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph N. Davis</i>		

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Department			
Department of Real Estate & Asset Management			
Bid Number		Service Commodity	
19ITB312987K-JAJ		Roof Construction, Maintenance & Repair	
Contractor			
Ideal Building Solutions			
Performance Rating			
0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.		
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4 = Excellent	Archives 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.		
1. Quality of Goods/Services		(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification)	
<input type="radio"/>	0	Comments: Contractor brought in New field supervision receptive to seeking solutions for unique problems and technical expertise to ensure requirements are met. Contractor remains responsive to various types of requests.	
<input type="radio"/>	1		
<input type="radio"/>	2		
<input type="radio"/>	3		
<input checked="" type="radio"/>	4		
2. Timeliness of Performance		(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)	
<input type="radio"/>	0	Comments: Contractor has cooperated with ongoing changes as County emerged from Pandemic and provided additional supervision to their teams which has resulted in greater success in completions. Contractor has made all efforts to meet milestones.	
<input type="radio"/>	1		
<input type="radio"/>	2		
<input type="radio"/>	3		
<input checked="" type="radio"/>	4		

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Comments:
<input type="radio"/>	1	Contractor's preparation of proposals is efficient with the exception due to changes in stff though Pandemic. They provided a fast return for all requested items. Upon request, most issues were resolved in a timely manner. Overall, our User Groups were very pleased with this contractor's workforce's knowledqe and professionalism at our locations. This contractor
<input type="radio"/>	2	
<input type="radio"/>	3	
<input type="radio"/>	4	
<input checked="" type="radio"/>	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
	0	Comments:
	1	Contractor has expanded their specialty into waterproofing. They could benefit from greater review of their subcontractors proposals for accuracy.
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	
	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	Comments:
<input type="radio"/>	1	Contractor's staff and supervision receive on-going training with attendance at individual Conferences, Conventions & Trainings. The vigourously pursue innovative solutions by recommending approaches, products and techniques. Contractor recommends methodologies to Fulton County that are more cost effective. Time saving and less intrusive
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
<input type="radio"/>	4	

Overall Performance Rating	3.80	Date	11/4/2022
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	Michelle Cox, Sr. Construction Project Manager		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph N. Davis</i>		

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Department of Real Estate & Asset Management			
Bid Number		Service Commodity	
19ITB312987K-JAJ		Roof Construction, Maintenance & Repair	
Contractor			

Ben Hill Roofing

Performance Rating

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1. Quality of Goods/Services	(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification)
<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input checked="" type="radio"/> 3 <input type="radio"/> 4	Comments: Supervision and work crews have required technical expertise to perform contract work. Contractor has been responsive to repairs and Preventative maintenance

2. Timeliness of Performance	(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)
<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4	Comments: Project completions have been on time thus far. Contractor has been proactive acclimating to Fulton County policies to ensure minimal interruptions to daily operations at the various Fulton County Facilities.

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Comments:
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<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
	0	Comments;
	1	Contractor has met quality standards. Project proposals have kept within industry standards of pricing for similar types of work.
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	Comments:
<input type="radio"/>	1	Contractor staff and supervision receive on-going training for Safety.
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	3.60	Date	11/4/2022
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	Michelle Cox, Sr. Construction Project Manager		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph N. Davis</i>		

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