

Performance Evaluation Details

ID	E4
Project	PREVENTIVE AND PREDICTIVE MAINTENANCE SERVICES FOR CHILLERS
Project Number	21ITB130146C-GS
Supplier	DAIKIN Applied
Supplier Project Contact	Joseph Williams (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2023 to 06/30/2023
Effective Date	08/29/2023
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	08/29/2023 11:09 AM EDT
Completion Date	08/29/2023 11:09 AM EDT
Evaluation Score	88

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 During this review period, Daikin Applied Services has fully complied with all work plans. Their technicians are very knowledgeable and professional. Their communication with Fulton County Government DREAM personnel has been very detailed as it pertains to services rendered.

TIMELINESS OF PERFORMANCE 17/20

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

Comments Daikin on a whole has met key milestones per the contract and have proven to be a reliable entity. There were numerous occasions in which Daikin were called upon for their services and they delivered within an acceptable timetable and provided a resolution. Daikin has recently completed a critical project and upgraded the HVAC equipment at on our facilities and it went with minimal issues.

BUSINESS RELATIONS 17/20

Rating **Excellent:** Response to inquiries and/or technical, service, administrative issues exceeds Government expectation.

Comments Daikin's responsiveness to inquiries has been prompt coming from their service manager and field technicians. Invoices have been received on time and when an inquiry was made into any discrepancies, the communications from their office managers were clear and transparent.

CUSTOMER SATISFACTION 20/20

Rating **Outstanding:** Contractor representative proactively communicates performance/specification issues to the User Department, highly professional and responsive.

Comments Overall, when Daikin completed their contractual agreement, we were satisfied. Daikin's staff provided on-site customer care visits to affirm the status of Fulton County satisfaction with their services. Again, their field technicians displayed a high level of professionalism and often went out their way by sending status reports on the weekends to ensure that DREAM's key personnel were updated on their progress reports.

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 Daikin's Manager Mr. Joseph William and Supervisor Mr. Ryder Briggs with technicians continued to demonstrate a high degree of knowledge, experience, and expertise in this review period. It shows that their technicians have been very well trained and have many years working in the HVAC industry. They independently manage their contract with little to no supervision required by County staff and continue to respond promptly to any requests in a professional manner.

GENERAL COMMENTS
Comments *Not Specified*

Performance Evaluation Details

ID	E2
Project	PREVENTIVE AND PREDICTIVE MAINTENANCE SERVICES FOR CHILLERS
Project Number	21ITB130146C-GS
Supplier	Mechanical Services, Inc.
Supplier Project Contact	Ben Ralston (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2023 to 06/30/2023
Effective Date	08/01/2023
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	08/01/2023 02:22 PM EDT
Completion Date	08/01/2023 02:22 PM EDT
Evaluation Score	73

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 **5/20**

Rating **Unsatisfactory:** Non-conformances are jeopardizing the achievement of contract requirements, despite use of User Department resources. Recovery is not likely. If performance cannot be substantially corrected, it constitutes a significant impediment in consideration for future awards containing similar requirements.

Comments During this review period, Mechanical Services Inc. has always provided first class services and has always stood by their work

TIMELINESS OF PERFORMANCE **17/20**

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

Comments MSI is always prompt and from the phone call with minutes if there is a available tech some would be of assistance within a hour or so from call and usually the problem is often resolved

BUSINESS RELATIONS **17/20**

Rating **Excellent:** Response to inquiries and/or technical, service, administrative issues exceeds Government expectation.

Comments Mechanical Services Inc. techs and managers greet you on a first name basis, and always keep us informed with the status of any project or service request that's open

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 Overall, when MSI completed their service request we were satisfied. MSI staff provided on-site customer care visits to affirm the status of Fulton County satisfaction with their services. Again, their field technicians displayed a high level of professionalism and often they provide status reports to ensure that DREAM's key personnel were updated on their progress reports.

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 MSI key personnel are very skillful and take pride in their craftsmanship. If there is any way to complete a project early in order to reduce cost, they will do their best to do so.

GENERAL COMMENTS
Comments *Not Specified*

Performance Evaluation Details

ID	E5
Project	PREVENTIVE AND PREDICTIVE MAINTENANCE SERVICES FOR CHILLERS
Project Number	21ITB130146C-GS
Supplier	Johnson Controls
Supplier Project Contact	Scott Mcvay (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2023 to 06/30/2023
Effective Date	08/29/2023
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	08/29/2023 10:54 AM EDT
Completion Date	08/29/2023 10:54 AM EDT
Evaluation Score	73

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	14/20
Rating	Satisfactory: Overall compliance requires minor User Department resources to ensure achievement of contract requirements.
Comments	This review is being provided based on this past 2023 contract year. Johnson Controls Inc. performance level with service response calls has drastically dropped with no significant improvement, but the product quality level is good.
TIMELINESS OF PERFORMANCE	14/20
Rating	Satisfactory: There are no, or minimal, delays that impact achievement of contract requirements.
Comments	The company response timeliness needs improvement and technician selection to perform task requires better evaluation before dispatching to calls. Management level communication is highly effective, however top-down communication has a slight disconnect that is negatively affecting overall performance.
BUSINESS RELATIONS	17/20
Rating	Excellent: Response to inquiries and/or technical, service, administrative issues exceeds Government expectation.
Comments	JCI's responsiveness to inquiries has been prompt from their salesmen, engineers, technicians, and service management. Invoices are sent by their Service Manager immediately following the service call. When an inquiry is made about a discrepancy, the communication from JCI managers has been prompt and precise.
CUSTOMER SATISFACTION	14/20
Rating	Satisfactory: Contractor representative is reasonably responsive to User Department request for information and professional.
Comments	Overall, JCI continues to work towards completing tasks involved in their contractual agreement. In the areas where we had experienced a less than acceptable performance such as during several emergency situations JCI was a no show. As a result of this non-responsiveness, I've had to call on another vender. It was not until I spoke to a Person in high management did things start to turn around. JCI's technicians display a high level of professionalism but it has been difficult at times for them to complete tasks because they send a different person each time. We had received better service in the past when the same technician did the service for all our contracted buildings with JCI. Since then, the level of satisfaction has drastically declined.
COST CONTROL	14/20
Rating	Satisfactory: Minimal contract pricing issues, cost discrepancies identified by User Department that require explanation, cost/price issues resolved in timely manner.
Comments	JCI's key technicians are failing at times to demonstrate a high degree of experience and expertise during this review period. Their Service Management Team, technicians and subcontractors often do not communicate with Fulton County staff and /or each other concerning ongoing projects to ensure customer satisfaction
GENERAL COMMENTS	
Comments	<i>Not Specified</i>