

Performance Evaluation Details

ID	E1
Project	Janitorial Services for Selected Fulton County Facilities (Groups C, D & G)
Project Number	21ITB128258C-CG
Supplier	A-Action Janitorial Service Inc
Supplier Project Contact	Barbara Storey (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2023 to 06/30/2023
Effective Date	08/24/2023
Evaluation Type	Formal
Interview Date	08/24/2023
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	08/24/2023 08:20 AM EDT
Completion Date	08/24/2023 08:20 AM EDT
Evaluation Score	91

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

A Action has been on top of thing since the start of the contract. They came in reviewing the locations and accessing the Library's on day one. They have provided QC reports through excellence technical support. This is going to help going forward on all of their locations.

TIMELINESS OF PERFORMANCE

20/20

Rating

Outstanding: The contractor has demonstrated an outstanding performance level, significantly exceeded delivery requirements, all on-time deliveries to the Government's benefit.

Comments

A Action continues to manage, all of the necessary documents/milestones that are requested monthly, on time, and before the deadline. They have maintained the facilities and have been working hard to keep the partnerships moving along successfully with Fulton County. They have kept open lines of communication going and making sure that the facilities have proper staff and sufficient amount of supplies.

BUSINESS RELATIONS

17/20

Rating

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

Comments

A Action business practice has been strong with on going support from their Administrative staff and team. Together they have been very responsive and aware of all of the necessary needs of the facilities.

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

A Action will continue to meet users quality of expectations according to company standards. With on going training, strong communication, and good management. They will be very successful in the Fulton County Libraries.

COST CONTROL

20/20

Rating

Outstanding: Compliance with contract pricing, all cost discrepancies are clearly identified with explanation; compliance with invoice submission requirements/price substantiation.

Comments

Anthony Black and Fredericka Ross are a strong team that has been representing A Action, and doing a great job.

GENERAL COMMENTS

Comments

Not Specified