

Performance Evaluation Details

ID	E1
Project	Maintenance and Testing of Fire-Intrusion Alarm Systems
Project Number	22ITB134894C-MH
Supplier	VSC Fire & Security
Supplier Project Contact	Brian Broadrick (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2024 to 06/30/2024
Effective Date	09/03/2024
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	09/03/2024 01:37 PM EDT
Completion Date	09/03/2024 01:37 PM EDT
Evaluation Score	76

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
Vendor demonstrated knowledge and experience in handling the requirements of contract. There have been no quality problems. Work was completed in compliance with the requirements of the contract.

TIMELINESS OF PERFORMANCE

14/20

Rating
Satisfactory: There are no, or minimal, delays that impact achievement of contract requirements.

Comments
Vendor needs to pay more attention to improving the scheduling of work and completing them within the financial year. Vendor meets the deadlines for inspection, but often repair of deficiencies identified during inspection are not given sufficient attention.

BUSINESS RELATIONS

17/20

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

Comments
Vendor is very responsive to inquiries and requests for quotes. Vendor also responds reasonably well to requests for proposals for new projects and modifications.

CUSTOMER SATISFACTION

14/20

Rating
Satisfactory: Contractor representative is reasonably responsive to User Department request for information and professional.

Comments
Contractor has a newly appointed representative who helps make the communication with them easy and more effective. Vendors operation in the field as well as in technical support are of satisfactory quality

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
Vendor's invoicing and follow up are very good. Invoices are accurate and seldom needs correction. Vendor also provides support in tracking the payments through monthly reports and timely advices.

GENERAL COMMENTS

Comments
Vendor has been providing fire alarm and related fire security services for over ten years to Fulton County. Continuing the contract with this vendor increases the overall efficiency in maintaining the fire safety systems