

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

| | | | |
|---------------------|----------------------------------|-----------------------|---------------------|
| Report Period Start | Report Period End | Contract Period Start | Contract Period End |
| 1/1/2020 | 6/30/2020 | 1/1/2020 | 12/31/2020 |
| PO Number | | | PO Date |
| 520 20SC123319C-BKJ | | | 1/21/2020 |
| Department | Real Estate and Asset Management | | |
| Bid Number | 18RFP113472C-BKJ | | |
| Service Commodity | Landfill Post Closure Services | | |
| Contractor | Atlantic Coast Consulting , Inc. | | |

| | |
|------------------|---|
| = Unsatisfactory | <i>Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.</i> |
| = Poor | <i>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.</i> |
| = Satisfactory | <i>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.</i> |
| = Good | <i>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.</i> |
| = Excellent | <i>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.</i> |

. Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

Atlantic Coast Consulting (ACC) is highly technical and very professional in their field. They are up to date on regulatory requirements and qualification. They provide open communication with regulatory authorities and client to make sure everyone understand the requirement and provide guidance and support to fulfil them in timely manner.

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

☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

Reports and projects have been submitted within the timeframe specified by regulatory authorities to fulfill the requirements. The contract is for two closed landfills one is located in South and other is in North of Fulton County. Both sites are under 24/7 monitoring due to methane generation on sites. Contractor is available on site within hours of any emergency/issue arise from weather or equipment.

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

☐ 0
☐ 1

Comments:

☐ 2
 ☐ 3
 ☒ 4

ACC has a open communication with County and respond with proper documentation within hours of any problem. They have full staff of technical personnel who are available by email or phone to answer any enquiries or request promptly.

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

☐ 0
 ☐ 1
 ☐ 2
 ☐ 3
 ☒ 4

Comments:
 Staff at ACC is up to date on industry practices and standards, and provide all information and invoicing in promptly and professionally. They have been meeting Environmental Protection Division requirements throughout their contract period.

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

☐ 0
 ☐ 1
 ☐ 2
 ☐ 3
 ☒ 4

Comments:
 Atlantic Coast Consulting staff is expert in landfill operations and also possess all technical certification needed to certify the reposts and projects for EPD on as needed basis. They provide effective supervision and testing for all landfill sampling and monitoring, County has access to all reports and information at all time needed for landfill Post Closure activities and implantations.

Overall Performance Rating: 3.8

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

Rating completed by: shaista.begum

| Department Head Name | Department Head Signature | Date |
|----------------------|--|-----------|
| JOSEPH M DAVIS |  | 7/10/2020 |