



DEPARTMENT OF PURCHASING &  
CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

|                              |                   |  |                     |
|------------------------------|-------------------|--|---------------------|
| Report Period Start          | Report Period End | Contract Period Start                      | Contract Period End |
| July 1, 2020                 | June 30, 2021     | July 1, 2020                               | June 30, 2021       |
| Purchaser Order Number       |                   | Purchase Order Date                        |                     |
| PO 405 20ITB031120A-CJC      |                   | 01/25/2021                                 |                     |
| Department                   |                   |  |                     |
| Fulton County Juvenile Court |                   |  |                     |
| Bid Number                   |                   | Service Commodity                          |                     |
| 20ITB031120A-CJC             |                   | Accountability Courts Surveillance Officer |                     |
| Contractor                   |                   |  |                     |

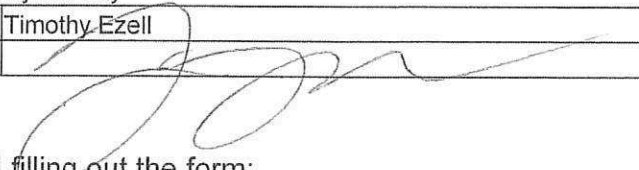
Performance Rating

|                    |  |
|--------------------|--|
| 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 | LIVE, LLC provided excellent services to out Accountability Court Programs. They performed each duty as outlined in the Scope of Work. |
| <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 | LIVE, LLC surveillance officer conducted weekly visits to program participants as directed and increased visits when needed.                              |
| <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 | Mr. Fleming with LIVE, LLC always made himself available to address any problems or concerns. He and his staff were very flexible and understanding when the court made changes to building access during the height of the pandemic.  |
| <input type="radio"/>            | 1 |  |
| <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 – So Substitutions)  |
| <input type="radio"/>            | 0 | LIVE, LLC surveillance officers always conducted home visits timely and as directed. The surveillance officer also input data into our case management system, Connexis after each visit. They also participated in weekly staffing meeting. During the most difficult times of the pandemic, the surveillance officer increased their home and community visits to ensure that participants remained compliant with program requirements. |
| <input type="radio"/>            | 1 |  |
| <input type="radio"/>            | 2 |  |
| <input type="radio"/>            | 3 |  |
| <input type="radio"/>            | 4 |  |
| 5. Contractors Key Personnel     |   | (Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)  |
| <input type="radio"/>            | 0 | LIVE, LLC hired qualified and post certified officers as required.   |
| <input type="radio"/>            | 1 |  |
| <input type="radio"/>            | 2 |  |
| <input type="radio"/>            | 3 |  |
| <input checked="" type="radio"/> | 4 |  |

|   |  |      |                             |
|---|--|------|-----------------------------|
| Overall Performance Rating                    | 3.60   | Date | 7/7/2021                    |
| Would you select/recommend this vendor again? |  | Yes  | <input type="checkbox"/> No |
| Rating completed by:                          | Tiffany Barclay  |      |                             |
| Department Head Name:                         | Timothy Ezell  |      |                             |
| Department Head Signature                     |  |      |                             |

After you have completed filling out the form:

Submit the form to Purchasing

Print a copy of the form

Save the form

Submit

Print

Save