



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
4/1/2022	6/30/2022	1/1/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
021722-0234		2/17/2022	
Department			
Real Estate and Asset Management			
Bid Number		Service Commodity	
21ITB130553C-GS		Locks Doors & Hardware Countywide	
Contractor			
Overhead Door dba D.H. Pace Company			

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)
☐	0	Vendor provided goods and services of excellent quality. Work was always completed in full compliance with requirements in the work orders. The technicians were knowledgeable and always provided valuable feed back and updates.
☐	1	
☐	2	
☐	3	
☒	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)
☐	0	Vendor's responses were mostly timely or as scheduled. Where milestones were established, they were honored.
☐	1	
☐	2	
☒	3	
☐	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Vendor maintains a very good business relationship with FC. Vendor's Account Executive, assisting Fulton County contract, has been successful in establishing and improving liaison between various service divisions in vendor's organization with FC Contract Manager. This has helped problem identification and early resolution.
☐	1	
☐	2	
☐	3	
☒	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	Vendor's products and services meets quality expectations in the contract. Vendor meets to specification requirements all the time. Invoices are within budget, however, lot of improvement is required in delivering invoices for payment in a timely manner.
☐	1	
☐	2	
☐	3	
☒	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Contractor's key personnel has excellent credentials and adequate knowledge and experience. There was very good coordination between the service organization, FC Contract Management and vendor's field staff. Services were always available within 24 hours in most cases.
☐	1	
☐	2	
☐	3	
☒	4	

Overall Performance Rating	3.80	Date	7/26/2022
Would you select/recommend this vendor again?		☒ Yes	☐ No
Rating completed by:	Vijay Nair		
Department Head Name:	Joseph Davis		
Department Head Signature	<i>Joseph Davis</i>		

After completing the form:
 Submit to Purchasing
 Print a copy for your records
 Save the form

Submit

Print

Save



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
04/01/2022	06/30/2022	01/01/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
021722-0235		2/17/2022	

Department

REAL ESTATE AND ASSET MANAGEMENT

Bid Number	Service Commodity
21ITB130553C-GS	LOCK HARDWARE AND LOCKSMITH SERVICES
Contractor	

ACME SECURITY INC.

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)
☐ 0 ☐ 1 ☐ 2 ☒ 3 ☐ 4	Quality of services received from the vendor was very good. Contractor complied with specifications and quantity requirements. Provided periodic updates

2. Timeliness of Performance	(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)
☐ 0 ☐ 1 ☐ 2 ☒ 3 ☐ 4	Performance was mostly in a timely manner. Some interruptions were caused by closure of buildings/programs due to pandemic. However the vendor worked with the contract administration to yield the best possible results

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	The vendor always tried to maintain very good business relationship. Communication with the vendor and their reporting was very streamlined and this helped in coordinating the work with customer departments distributed across geographic confines of the County
☐	1	
☐	2	
☐	3	
☒	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
	0	Vendor always tried to satisfy Fulton County's requirements. Invoicing was proper and accurate, invoices were submitted in a timely manner as requested by the contract management staff
	1	
☐	2	
☒	3	
☐	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Contractor's key personnel had sufficient experience and acceptable credentials. There was some interruption in services initially in the contract period due to retirement of a very key member in vendor's organization. This was soon overcome. Since then supervision and deployment of technician by the vendor was very effective
☐	1	
☐	2	
☐	3	
☒	4	

Overall Performance Rating	3.40	Date	7/26/2022
Would you select/recommend this vendor again?	☒ Yes	☐ No	
Rating completed by:	Vijaya Nair		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

After completing the form:
 Submit to Purchasing
 Print a copy for your records
 Save the form

Submit

Print

Save