



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

| | | | |
|--|--|--|---------------------|
| Report Period Start | Report Period End | Contract Period Start | Contract Period End |
| 4/1/22 | 7/28/22 | 4/1/22 | 12/31/22 |
| Purchaser Order Number | | Purchase Order Date | |
| 04252200000000000627 | | 4/25/22 | |
| Department | | | |
| Department of Real Estate and Asset Management | | | |
| Bid Number | | Service Commodity | |
| 22ITB132332C-GS | | Countywide Solid Waste Disposal and Recycling Services | |
| Contractor | | | |
| Latham Home Sanitation Company, 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) | |
| <input type="radio"/> 0 | LHS provide recycling services for all of the facilities. They also provide garbage services for libraries. They follow all guidelines provided by County. We have added new facilities and they have accommodated them quickly and efficiently. Their service is always on time and regular | | |
| <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 | LHS performed their job in timely manners. Even with large number of facilities, they have developed proper protocol that help measured the performance accurately and also know exactly where their trucks are on any given day. They accommodate all changes accordingly and support County needs as it evolves. | | |
| <input type="radio"/> 1 | | | |
| <input type="radio"/> 2 | | | |
| <input checked="" type="radio"/> 3 | | | |
| <input type="radio"/> 4 | | | |

| | | |
|----------------------------------|---|---|
| 3. Business Relations | | (Responsiveness to Inquires – Prompt Problem Notifications) |
| <input type="radio"/> | 0 | LHS communicate quickly-and professionally to any inquiry or additional services as needed. Their response time is usually within 4 hours. They will update County if there is changes. County request additional services for multiple locations which Latham accommodates very easily and professionally. They provided their invoices in timely manner and accurately. |
| <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 – No Substitutions) |
| <input type="radio"/> | 0 | County is highly satisfied with the customer support they receive from LHS. They cooperative, courteous and dependable |
| <input type="radio"/> | 1 | |
| <input type="radio"/> | 2 | |
| <input type="radio"/> | 3 | |
| <input checked="" type="radio"/> | 4 | |
| | | |
| 5. Contractors Key Personnel | | (Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed) |
| <input type="radio"/> | 0 | Latham Home Sanitation management staff and key personnel demonstrated their experience in handling County single stream recycling needs and garbage services. They provide great service with effective communication. They are always only one call away. Key personnel will reach out to County to confirm all guidelines being followed as per PO. |
| <input type="radio"/> | 1 | |
| <input type="radio"/> | 2 | |
| <input type="radio"/> | 3 | |
| <input checked="" type="radio"/> | 4 | |

| | | | |
|---|---|-----------------------------|---------|
| Overall Performance Rating | 3.80 | Date | 7/28/22 |
| Would you select/recommend this vendor again? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | |
| Rating completed by: | Shaista Begum | | |
| Department Head Name: | Joseph N. Davis | | |
| Department Head Signature | <i>Joseph Davis</i> | | |

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Department

Department of Real Estate and Asset Management

| | |
|-----------------|--|
| Bid Number | Service Commodity |
| 22ITB132332C-GS | Countywide Solid Waste Disposal and Recycling Services |

Contractor

Georgia Waste System Inc. dba Waste Management

Performance Rating

| | |
|--------------------|--|
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| | |
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| 1. Quality of Goods/Services | (Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification) |
| <input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4 | Vendor provides solid waste containers on as needed basis as per bid. They furnish all requests of additional containers and/or pulls whenever is needed. County solid waste need is extremely large and complex which vendor handle adequately. |

| | |
|--|--|
| 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 <input type="radio"/> 1 <input type="radio"/> 2 <input checked="" type="radio"/> 3 <input type="radio"/> 4 | Vendor accommodates emergency and regular solid waste service as timely as possible. They work with staff to adopt changes in schedule and follow directions to support county solid waste needs for illegal dumping, or construction or any additional request due to epidemic etc. |

| | | |
|----------------------------------|---|---|
| 3. Business Relations | | (Responsiveness to Inquires – Prompt Problem Notifications) |
| <input type="radio"/> | 0 | County develops good business relation with vendor. Vendor is always willing to address issues and concerns bring forward from any facility and help improve service by visiting problem sites and add more controls and checks to improve performance. |
| <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 – No Substitutions) |
| | 0 | Vendor respond within 24 hours of every requests. They provide updates on driver/dispatcher and inform of any site issue in timely manner. |
| | 1 | |
| <input type="radio"/> | 2 | |
| <input type="radio"/> | 3 | |
| <input checked="" type="radio"/> | 4 | |
| 5. Contractors Key Personnel | | (Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed) |
| <input type="radio"/> | 0 | Vendor management staff and key personnel demonstrate their experience in handling emergency issues and accommodate changes in service level as needed. |
| <input type="radio"/> | 1 | |
| <input type="radio"/> | 2 | |
| <input type="radio"/> | 3 | |
| <input checked="" type="radio"/> | 4 | |

| | | | |
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| Rating completed by: | Shaista Begum | | |
| Department Head Name: | Joseph N. Davis | | |
| Department Head Signature | <i>Joseph Davis</i> | | |

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