

## Performance Evaluation Details

<b>ID</b>	E1
<b>Project</b>	Janitorial Services for Fulton County Government Group A and B
<b>Project Number</b>	22RFP135756C-GS
<b>Supplier</b>	ABM
<b>Supplier Project Contact</b>	Michele Forman (preferred language: English)
<b>Performance Program</b>	Goods and Commodity Services
<b>Evaluation Period</b>	04/01/2023 to 06/30/2023
<b>Effective Date</b>	09/25/2023
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	Not Specified
<b>Expectations Meeting Date</b>	Not Specified
<b>Status</b>	Completed
<b>Publication Date</b>	09/25/2023 06:49 AM EDT
<b>Completion Date</b>	09/25/2023 06:49 AM EDT
<b>Evaluation Score</b>	85

### 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 <b>Excellent:</b> There are no, or very minimal, quality problems, and the Contractor has met the contract requirements.

Comments *Not Specified*

**TIMELINESS OF PERFORMANCE**

**17/20**

Rating <b>Excellent:</b> There are no delays and the contractor has exceeded the agreed upon time schedule.

Comments *Not Specified*

**BUSINESS RELATIONS**

**17/20**

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

Comments *Not Specified*

**CUSTOMER SATISFACTION**

**17/20**

Rating <b>Excellent:</b> Contractor representative communicates routinely with the User Department, professional and responsive to User Department's request for information.

Comments *Not Specified*

**COST CONTROL**

**17/20**

Rating <b>Excellent:</b> Compliance with contract pricing, minor cost discrepancies identified by User Department that require explanation, quickly resolved cost/price issues; compliance with invoice submission, corrections resolved quickly.

Comments *Not Specified*

**GENERAL COMMENTS**

Comments *Not Specified*