

## Performance Evaluation Details

<b>ID</b>	E6
<b>Project</b>	Glass and Plexiglas Repair and Maintenance
<b>Project Number</b>	20ITB126868C-CG
<b>Supplier</b>	Brad Construction Company II
<b>Supplier Project Contact</b>	Neal Morrison (preferred language: English)
<b>Performance Program</b>	Goods and Commodity Services
<b>Evaluation Period</b>	07/01/2023 to 09/30/2023
<b>Effective Date</b>	10/20/2023
<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>	10/20/2023 01:41 PM EDT
<b>Completion Date</b>	10/20/2023 01:41 PM 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 Vendor has technicians and staff who were knowledgeable and experienced. Work performed in the contract met professional and quality standards. Vendor's performance on the contract was very good.

**TIMELINESS OF PERFORMANCE**

**17/20**

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

Comments Met timelines and delivery requirements in most cases. There has been no delay in any project causing serious impact on the operation of the department

**BUSINESS RELATIONS**

**17/20**

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

Comments Vendor was very responsive to calls for requests for information about product or service delivery. Vendor takes effort to maintain good communication with Fulton County's representative

**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 Contractor met requirements of great customer satisfaction with their effective communication, quick response to quality issues and professionalism in carrying out work.

**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 Estimates from this vendor were slightly high compared to those from the other vendor in this contract. However, the task assigned required high technical skill and unconventional logistics and slightly high prices were acceptable. Invoices were presented in time and the charges were accurate and as required in the contract.

**GENERAL COMMENTS**

Comments This vendor is reliable, technologically advanced and easy to work with