



**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	
013122-0116		1/31/2022	
Department			
Real Estate and Asset Management			
Bid Number		Service Commodity	
20ITB125775C-GS		Electrical On Call Maintenance Services Countywide	
Contractor			
Capital City Electrical Services, 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	Capital City complied with the specifications (terms & conditions) and exhibited technical excellence.	
☐	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	Capital City completed work in time and their response to calls and responsive to direction were excellent.	
☐	1		
☐	2		
☐	3		
☒	4		

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Capital City maintain excellent relationship throughout the work, and they have been helpful in identifying the issues and resolved them.
☐	1	
☐	2	
☐	3	
☒	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
	0	Capital City has met quality expectations and provides services within budget.
	1	
☐	2	
☒	3	
☐	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Capital City's key personnel were qualified, available as needed, and excelled in the field of thier activity. All of them had necessary experience to do the work.
☐	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:	Ricky Timmons		
Department Head Name:	Joseph Davis		
Department Head Signature	<i>Joseph Davis</i>		

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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	
012422-0074		1/24/2022	
Department			
Real Estate and Asset Management			
Bid Number		Service Commodity	
20ITB125775C-CG		Electrical On Call Maintenance Services Countywide	
Contractor			
ALL-N-1 Security Services, 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	Contractor is technically well qualified to provide us contract compliant services and their service techs and administration office exhibits technical excellence in all Business Communications.	
☐	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	Contractor responded to all requests in a timely manner. Contractor started and completed all the tasks within the set time frame. Contractor responds to requested changes without any issue(s). Our Milestones were duly met and we are satisfied with their job performance.	
☐	1		
☐	2		
☒	3		
☐	4		

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Contractor is courteous to site visits and inquiries related to request for quotes and scope of work. Contractor has notified us promptly for all issues related to completion of the assigned tasks without delay.
☐	1	
☐	2	
☒	3	
☐	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	Contractor quality of work is good and meets all the applicable Codes and Specification of the Electrical workmanship. Contractor quoted and completed the assigned jobs as per electrical industry standards and did not exceeded more than the quoted costs. Invoicing was somehow delayed and they were told to comply with the terms and conditions of Invoicing as per the Contract
☐	1	
☐	2	
☒	3	
☐	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Contractor personnel are highly competent in their Electrical Trade and may not need no advice or guidance during their course of executing the work at our sites. Contractor have good supervision set up for their techs for follow ups and their communications with us.
☐	1	
☐	2	
☒	3	
☐	4	

Overall Performance Rating	3.00	Date	7/19/2022
Would you select/recommend this vendor again?	☒ Yes	☐ No	
Rating completed by:	Gurwant Obhi		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph N. Davis</i>		

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