



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2021	6/30/2021	1/1/2021	12/31/2021
Purchaser Order Number		Purchase Order Date	
020821-0200		2/8/2021	
Department			
Real Estate and Asset Management			
Bid Number		Service Commodity	
19ITB117036C-GS		Countywide Solid Waste Disposal and Recycling Services	
Contractor			
Latham Home Sanitation Company, Inc.			

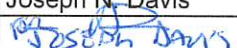
Performance Rating

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 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4	LHS provide recycling services for all of the facilities. They also provide garbage services for 34 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.

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	LHS performed their job in timely manners. Even with large number of facilities, they have developed proper protocol that help measured the performance accuracy and also know exactly where their truck are on any given day. They accommodate all changes accordingly and support County needs as it evolves.

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 checked="" type="radio"/>	3	
<input 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 guidelines. They will charge the price that is being bid
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	3.60	Date	10/29/21
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			

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020821-0206		2/8/2021	
Department			
Real Estate and Asset Management			
Bid Number		Service Commodity	
19ITB117036C-GS		Countywide Solid Waste Disposal and Recycling Services	
Contractor			
Georgia Waste Systems, Inc. dba Waste Management			

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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 checked="" type="radio"/> 3 <input type="radio"/> 4	Vendor provides solid waste containers and dumpsters on as needed basis as per bid. They furnish our requests of additional bins/dumpsters and/or pulls whenever is needed. County solid waste needs is extremely large and vendor accommodates those need easily and quickly. They have provided open tops,bins and compactor as needed. Vendor is very

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 type="radio"/> 3 <input checked="" type="radio"/> 4	Vendor accommodates county emergency needs. They work with staff to adopt changes in service level, and or timings. They work well with directions provided by County to meet changes due to facility renovation/ construction. They also updates county with status of task in timely manner.

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	County develops good business relation with vendor. Vendor 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 service and 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 business hrs. of every request. Vendor has resolved issues related to dumpsters being dirty/smelly and/or rusted with new one and swap them as early as possible. 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 regarding constructions and renovation debris removal as well as accommodate changes in service level. Occasionally experienced communication gap and service interruption.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

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Rating completed by:	Shaista Begum		
Department Head Name:	Joseph N. Davis		
Department Head Signature	FOR JOSEPH DAVIS		

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