

## Performance Evaluation Details

<b>ID</b>	E1
<b>Project</b>	Janitorial Services for Selected Fulton County Facilities(Groups E, F, G, H & I)
<b>Project Number</b>	21ITB130447C-GS
<b>Supplier</b>	American Facility Services, Inc.
<b>Supplier Project Contact</b>	Andrea Nugent (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>	08/09/2023
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	08/08/2023
<b>Expectations Meeting Date</b>	08/08/2023
<b>Status</b>	Completed
<b>Publication Date</b>	08/09/2023 10:17 AM EDT
<b>Completion Date</b>	08/09/2023 10:17 AM EDT
<b>Evaluation Score</b>	82

### 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**

**14/20**

Rating <b>Satisfactory:</b> There are no, or minimal, delays that impact achievement of contract requirements.

Comments AFS could improve somewhat in the area of periodic work. At times, they must be prompted to complete periodic tasks that should be on a regular schedule. Overall, they are performing adequately during this period.

**BUSINESS RELATIONS**

**17/20**

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

Comments Project Management for AFS at the North and South Service Centers could continue to improve with increased quality control. Communication is positive and professional, but sometimes active responses to requests takes a little time.

**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 To my knowledge, AFS is generally in compliance with County invoicing requirements.

**GENERAL COMMENTS**

Comments Overall, AFS has performed well at the North and South Service Centers during this period. They could continue to improve with increased quality control and more efforts towards meeting timelines for periodic tasks. In addition, a bit more attention needs to be given to night-time, detail cleaning.

## Performance Evaluation Details

<b>ID</b>	E1
<b>Project</b>	Janitorial Services for Selected Fulton County Facilities(Groups E, F, G, H & I)
<b>Project Number</b>	21ITB130447C-GS
<b>Supplier</b>	QCS Cleaning Inc. DBA/ Quality Cleaning Services
<b>Supplier Project Contact</b>	Clifford Featherstone (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>	07/26/2023
<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>	07/26/2023 02:37 PM EDT
<b>Completion Date</b>	07/26/2023 02:37 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 *Not Specified*

**TIMELINESS OF PERFORMANCE**

**14/20**

Rating <b>Satisfactory:</b> There are no, or minimal, delays that impact achievement of contract requirements.

Comments Quality Cleaning continues to provide excellent service overall. They need to ensure that the required amount of day porter hours and night cleaning are followed consistently.

**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**

**20/20**

Rating <b>Outstanding:</b> Compliance with contract pricing, all cost discrepancies are clearly identified with explanation; compliance with invoice submission requirements/price substantiation.

Comments *Not Specified*

**GENERAL COMMENTS**

Comments The contact for Quality is professional and responsive. They are knowledgeable in the area of janitorial services.

## Performance Evaluation Details

<b>ID</b>	E1
<b>Project</b>	Janitorial Services for Selected Fulton County Facilities(Groups E, F, G, H & I)
<b>Project Number</b>	21ITB130447C-GS
<b>Supplier</b>	chi-Ada Corporation
<b>Supplier Project Contact</b>	Bart Okoro (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>	08/28/2023
<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>	08/28/2023 01:13 PM EDT
<b>Completion Date</b>	08/28/2023 01:13 PM EDT
<b>Evaluation Score</b>	76

### 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**

**14/20**

**Rating** <b>Satisfactory:</b> Overall compliance requires minor User Department resources to ensure achievement of contract requirements.

**Comments** During this rating period, Chi-Ada has struggled at times to provide adequate services in GROUP F - NORTH per the contract. Overall, they have performed somewhat better in GROUP F - SOUTH, GROUP E and GROUP H. However, they could benefit greatly from additional quality control and contract oversight.

**TIMELINESS OF PERFORMANCE**

**14/20**

**Rating** <b>Satisfactory:</b> There are no, or minimal, delays that impact achievement of contract requirements.

**Comments** Additional attention needs to be placed on floor work scheduling / completion and cleaning and scrubbing of restrooms. In addition, there needs to be increased emphasis on the timely maintenance of the South Fulton Library parking deck.

**BUSINESS RELATIONS**

**14/20**

**Rating** <b>Satisfactory:</b> Response to inquiries and/or technical, service, administrative issues is consistently effective.

**Comments** Communications and responsiveness have been hindered at times by an apparent lack of internal communication between Chi-Ada representatives during this period. Though the representatives almost always respond to County staff eventually, at times the responses are slow.

**CUSTOMER SATISFACTION**

**14/20**

**Rating** <b>Satisfactory:</b> Contractor representative is reasonably responsive to User Department request for information and professional.

**Comments** Generally speaking, during this rating period there have still been a number of calls received and concerns expressed with regard to day-to-day cleaning. Chi-Ada would improve greatly in this area with additional quality control and training of on-site cleaners. Overall, customers have been satisfied though there are a few specific locations where this rating could improve.

**COST CONTROL**

**20/20**

**Rating** <b>Outstanding:</b> Compliance with contract pricing, all cost discrepancies are clearly identified with explanation; compliance with invoice submission requirements/price substantiation.

**Comments** *Not Specified*

**GENERAL COMMENTS**

**Comments** Chi-Ada is an experienced company capable of providing improved services at County facilities with improvements in communications, training, and quality control.