

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
7/1/2020	9/30/2020	1/1/2020	12/31/2020
PO Number			PO Date
20SC125135C-GS			
Department	REAL ESTATE AND ASSET MANAGEMENT		
Bid Number	SWC # 99999 -001- SPD0000 154-0001		
Service Commodity	FACILITY MAINTENANCE AT SOUTH FULTON JAIL		
Contractor	CGL		

= Unsatisfactory	Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient; unacceptable delay, incompetence, high degree of customer dissatisfaction.
= Poor	Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.
= Satisfactory	Achieves 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.
= Good	Achieves 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.
= Excellent	Achieves 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.

. Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

Comments:

During this review period CGL, fully complied with the work plan. In fact, they met of the specification compliance by being responsive and predictive to maintenance resolution. Their technicians are very knowledgeable and professional, and their communication with key DREAM personnel has been concise and precise as it pertains to services rendered. CGL continues to go above and beyond in delivering their services to Fulton County.

. Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time completion Per Contract)

Comments:

CGL on a whole has met key milestones per the contract and has proven to be reliable. There were numerous occasions in which CGL were called upon for their services and they delivered them with in the contractual response timetable and delivered a resolution. CGL also communicated with DREAM anytime there were delays or rescheduling during the fitness equipment installation and or expected subcontractor escorting. Field reports continue to be on-time, accurate and have stayed on schedule.

. Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

Comments:

☐ 1
☐ 2
☐ 3
☒ 4

CGL's responsiveness to inquiries has been prompt coming from their service manager and field technicians. Invoices have been received without any discrepancies, the communications from their office managers were clear and transparent.

. Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:
Overall, when CGL completed their contractual agreement we were satisfied with onsite team. CGL staff provides on-site customer care to affirm the status of Fulton County satisfaction with their services. Again, their field technicians display a high level of professionalism and often went out their way to ensure that DREAM's key personnel were updated on their progress reports.

. Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)

☐ 0
☐ 1
☒ 2
☐ 3
☐ 4

Comments:
CGL's key field technicians continue to demonstrate a high degree of experience and expertise yet work is subcontracted for their contract. CGL independently manage their work with little to no supervision required by County staff and continue to respond to any requests in a prompt and professional manner.

Overall Performance Rating: 3.2

Would you select/recommend this vendor again?
Check box for Yes. Leave Blank for No)

☒ Yes ☐ No

Rating completed by:

LaKeshia.Brackett

Department Head Name	Department Head Signature	Date
JOSEPH N. DAVIS		9/30/2020