

## Performance Evaluation Details

<b>ID</b>	E5
<b>Project</b>	Locks, Doors & Hardware Countywide
<b>Project Number</b>	21ITB130533C-GS
<b>Supplier</b>	DH Pace Company, Inc.
<b>Supplier Project Contact</b>	Jordan Fisher (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>	07/04/2023
<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>	07/04/2023 03:37 PM EDT
<b>Completion Date</b>	07/04/2023 03:37 PM 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**

The vendor provided parts and services of good quality. Their technicians were knowledgeable and prompt in service. Their work always complied with requirements in contract. They understood and comply with technical specifications. There has been no quality issues during the quarter.

**TIMELINESS OF PERFORMANCE**

**17/20**

Rating

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

**Comments**

Work was performed generally in line with agreed upon schedule. There has been no instance of delay in any of the work scheduled this quarter.

**BUSINESS RELATIONS**

**17/20**

Rating

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

**Comments**

Vendor was quick to respond to inquiries and request for quotes or proposals. Vendor's Account Manager for Fulton County has been very effective as a liaison between the County and Vendor's sales and production teams

**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**

Vendor continues to make efforts to sustain excellent customer satisfaction during this quarter. Their response to inquiries and service calls were prompt. They maintained good contact with DREAM's customers.

**COST CONTROL**

**14/20**

Rating

<b>Satisfactory:</b> Minimal contract pricing issues, cost discrepancies identified by User Department that require explanation, cost/price issues resolved in timely manner.

**Comments**

Even though the Vendor's prices were high compared to market standards, it was matched by quality of work. Invoices were accurate and timely in delivery. No changes were necessary during the review period

**GENERAL COMMENTS**

**Comments**

Vendor provides quality workmanship and sound technical solutions. Need to continue business with this vendor

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<b>Project</b>	Locks, Doors & Hardware Countywide
<b>Project Number</b>	21ITB130533C-GS
<b>Supplier</b>	Acme Security
<b>Supplier Project Contact</b>	Michael Hassebrock (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>	07/04/2023
<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>	07/04/2023 03:56 PM EDT
<b>Completion Date</b>	07/04/2023 03:56 PM 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** During the review period, the contractor provided parts and services of good quality and in a timely manner. Work was completed in compliance with technical specifications and requirements in contract.

**TIMELINESS OF PERFORMANCE**

**14/20**

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

**Comments** Vendor completed assigned tasks in a timely manner and within the deadlines set by the County. There has been no negative impact on County operations due to delay in performance by the vendor

**BUSINESS RELATIONS**

**17/20**

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

**Comments** The vendor and their staff maintained good communication with Fulton County. Vendor was always very responsive to requests for quotes and other inquiries. Response to service calls etc. were always prompt and useful. Always responded to emails, voicemails and phone calls within reasonable 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** Contractor provided services and parts that fulfilled quality requirements and performance expectations. Vendor communicated status of jobs in a timely manner. This resulted in high level of satisfaction on the side of customers.

**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** Vendor's prices continue to be lowest compared to the price set by competitor for similar services. Invoices are accurate and in time. Invoice contained all required information. No errors or discrepancies were identified in invoices during the review period.

**GENERAL COMMENTS**

**Comments** Vendor provided reliable alternate opportunity for assistance.