

## Performance Evaluation Details

<b>ID</b>	E13
<b>Project</b>	On-Site Door Repair and Overhead Door Preventive Predictive Maintenance
<b>Project Number</b>	21ITB131067C-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>	04/01/2025 to 06/30/2025
<b>Effective Date</b>	07/01/2025
<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>	07/01/2025 07:55 AM EDT
<b>Completion Date</b>	07/01/2025 07:55 AM EDT
<b>Evaluation Score</b>	79

### 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

**Excellent:** There are no, or very minimal, quality problems, and the Contractor has met the contract requirements.

Comments

Vendor provided goods and services of very good quality. There has been no issues related to quality or goods or performance level. Services were in full compliance with bid specifications and other mandatory requirements like ADA and Fire Codes

### TIMELINESS OF PERFORMANCE

14/20

Rating

**Satisfactory:** There are no, or minimal, delays that impact achievement of contract requirements.

Comments

Vendor has made improvements in ensuring completion of projects within schedules. However response to service calls do get delayed, though they caused no serious impact on the operation of Fulton County's services.

### BUSINESS RELATIONS

17/20

Rating

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

Comments

Vendor maintained very good communication with Fulton County through its Account Manager, who is generally very responsive and inclined to help. The Account Manager also made serious efforts to reduce delay

### CUSTOMER SATISFACTION

17/20

Rating

**Excellent:** Contractor representative communicates routinely with the User Department, professional and responsive to User Department's request for information.

Comments

Contractor's staff are very responsive to service requests and request for information. Emails and phone calls are routinely responded. The Accounts Manager is always at hand to help with emergency services.

### COST CONTROL

14/20

Rating

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

Comments

Vendor uses contract terms and prices for invoicing. Invoices are accurate and timely. Vendor also helps to chase payments by submitting periodic statement of invoices.

### GENERAL COMMENTS

Comments

Vendor is currently the leading resources for servicing roll up doors in Atlanta