



**DEPARTMENT OF PURCHASING &  
CONTRACT COMPLIANCE**

**CONTRACTORS PERFORMANCE REPORT**

**PROFESSIONAL SERVICES**

Report Period Start 1/1/22	Report Period End 7/21/22	Contract Period Start 1/1/22	Contract Period End 12/31/22
Purchaser Order Number 0228220000000000297		Purchase Order Date 2/28/22	

Department Real Estate and Asset Management	
Bid Number RFP#21RFP130049C-CG	Service Commodity Landfill Post Closure Services
Contractor Atlantic Coast Consulting, 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	Atlantic Coast Consulting (ACC) is highly technical and very professional in their field. They are up to date on regulatory requirements and qualification. They provide open communication with regulatory authorities and client to make sure everyone understand the requirement and provide guidance and support to fulfil them in timely manner.

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	Reports and projects have been submitted within the time frame specified by regulatory authorities to fulfill the requirements. Contractor is available on site within hours of any emergency/issue arise from weather or equipment.

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	ACC has a open communication with County and respond with proper documentation within hours of any problem. They have full staff of technical personnel who are available by email or phone to answer any enquiries or request promptly.
<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	Staff at ACC is up to date on industry practices and standards, and provide all information and invoicing in promptly and professionally. They have been meeting Environmental Protection Division requirements throughout their contract period.
<input type="radio"/>	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	Atlantic Coast Consulting staff is expert in landfill operations and also possess all technical certification needed to certify the reposts and projects for EPD on as needed basis. They provide effective supervision and testing for all landfill sampling and monitoring, County has access to all reports and information at all time needed for landfill Post Closure activities.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	3.80	Date	7/21/22
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	<i>Joseph Davis</i>		

After completing the form:  
 Submit to Purchasing  
 Print a copy for your records  
 Save the form

Submit

Print

Save