

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

20/20

Rating

Outstanding: The contractor has demonstrated an outstanding performance level, no quality problems, all performance/specification requirements met, minor problems, highly effective corrective actions.

Comments

Full Circle has demonstrated outstanding performance level by meeting specification requirements and high and effective corrective actions.

TIMELINESS OF PERFORMANCE

20/20

Rating

Outstanding: The contractor has demonstrated an outstanding performance level, significantly exceeded delivery requirements, all on-time deliveries to the Government's benefit.

Comments

Full Circle has demonstrated outstanding performance level by exceeding delivery requirements and completing assigned project ahead of schedule and to Fulton County's benefit.

BUSINESS RELATIONS

20/20

Rating

Outstanding: The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent".

Comments

Full Circle has demonstrated outstanding performance level that justifies adding a point to the score. Contractor performance exceeds the performance levels described in "Excellent".

CUSTOMER SATISFACTION

20/20

Rating

Outstanding: Contractor representative proactively communicates performance/specification issues to the User Department, highly professional and responsive.

Comments

Contractor representatives proactively communicates performance specification to User Departments and as well as refer User Department for Project Manager to address questions and concerns.

COST CONTROL

20/20

Rating

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

Comments

Full Circle is in compliance with contract pricing and clearly identifies opportunities to save on cost and are in compliance with invoice submission requirements.

GENERAL COMMENTS

Comments

Overall Full Circle demonstrates outstanding performance and delivery of a quality product to User Departments and have demonstrated outstanding delivery ahead of specified time frame to Fulton County's benefit.

Performance Evaluation Details

ID	E1
Project	Standby Emergency Repair and Restoration Services
Project Number	20RFP127348C-CG
Supplier	Full Circle Restoration
Supplier Project Contact	John Irvine (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2022 to 06/30/2022
Effective Date	07/05/2022
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	07/05/2022 12:51 PM EDT
Completion Date	07/05/2022 12:51 PM EDT
Evaluation Score	100

Related Documents

There are no documents associated with this Performance Evaluation

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Outstanding = 90-100%

Excellent = 80-89%

Satisfactory = 70-79%

Needs Improvement = 50-69%

Unsatisfactory = -50%

QUALITY OF PRODUCT OR SERVICE

20/20

Rating

Outstanding: The contractor has demonstrated an outstanding performance level, no quality problems, all performance/specification requirements met, minor problems, highly effective corrective actions.

Comments

CRM has demonstrated an outstanding performance level in providing quality performance and specification in a timely manner and provide effective corrective resolution to issues assigned.

TIMELINESS OF PERFORMANCE

20/20

Rating

Outstanding: The contractor has demonstrated an outstanding performance level, significantly exceeded delivery requirements, all on-time deliveries to the Government's benefit.

Comments

CRM has exceed delivery requirements ahead of scheduled to Fulton County's benefit.

BUSINESS RELATIONS

20/20

Rating

Outstanding: The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent".

Comments

The contractor has demonstrated outstanding performance level that justifies adding a point and where performance level exceeds "excellent.

CUSTOMER SATISFACTION

20/20

Rating

Outstanding: Contractor representative proactively communicates performance/specification issues to the User Department, highly professional and responsive.

Comments

Contractor representatives proactively communicates specification sissues to User Department and highly professional and adapted to User department needs and schedule.

COST CONTROL

20/20

Rating

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

Comments

CRM is compliant with industry standards and pricing and clear identifies with explanationand compliance with invoice submission requirements,

GENERAL COMMENTS

Comments

Overall CRM works tirelessly to exceed Fulton County's requirement and work to delivery services beyond expectations and ahead schedule. They work and respond when other vendors are overwhelmed and step to the plate to deliver specialize projects and services during emergencies.

Performance Evaluation Details

ID	E1
Project	Standby Emergency Repair and Restoration Services
Project Number	20RFP127348C-CG
Supplier	CRM SERVICES LLC
Supplier Project Contact	Quincy Collins (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2022 to 06/30/2022
Effective Date	07/05/2022
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	07/05/2022 12:47 PM EDT
Completion Date	07/05/2022 12:47 PM EDT
Evaluation Score	100

Related Documents

There are no documents associated with this Performance Evaluation