

CONTRACTORS PERFORMANCE REPORT

	PRC	<u> </u>	NAL SERVICES		
Report Period Start Report Perio				Contract Period End	
1/1/2022 6/30/2		2022	1/1/2022	12/31/2022	
Purchaser Order Nu		000	Purchase Order Date	10000	
	022000000000000	362	3/10	/2022	
Department	Por	al Estate and	Asset Mangement		
Bid Number		ervice Comm			
20ITB125598			C On Call Maintenance Ser	vices Countywide	
Contractor					
		Mechanical	Services, Inc.		
			ince Rating		
0 = Unsatisfactory		act requirements less than 50% of the time not responsive, refficient; unacceptable delay; incompetence; high degree of atisfaction.			
1 = Poor	effective and/o	r efficient; de	ents 70% of the time. Marg lays require significant adju ble; customer somewhat sa	ustments to programs; ke	
2 = Satisfactory	and/or efficient adjustments; e intervention; cu	; delays are omployees are on the street are	ents 80% of the time. Gene excusable and/or results in e capable and satisfactorily cate satisfaction.	minor programs providing service withou	
3 = Good	and/or efficient are highly com satisfied	; delays have petent and se	ents 90% of the time. Usua e not impact on programs/n eldom require guidance; cu	nission; key employees istomers are highly	
4 = Excellent	highly efficient	and/or effect	ents 100% of the time. Immive; no delays; key employ customers expectations are	ees are experts and	
1. Quality of Goods/S	Services		on Compliance – Technica ministration – Personnel Q		
O 2 They have knowledge	e met 95% of the	specification sional. Their	ervices Inc. (MSI), fully con compliance. Their technic communication with DREA endered.	ians are very	
2. Timeliness of Perf	ormance	agreement,	stones Met Per Contract – if applicable) – Responsiv On Time Completion Per Co	eness to Directions/	
O 2 numerous O 3 within the	occasions in whi	s per their co ch MSI was onse timetabl	ontract and have proven to called upon for their service e. They also delivered a re at MSI was called upon dur	be reliable. There were es and they delivered the solution over 90% of the	

3. Business Relations	(Responsivenes	s to Inquires – Prompt Pr	roblem Notifications)		
field technicians		en prompt coming from the	heir service manager and an inquiry was made into		
	Met User Quality Expecta Proper Invoicing – No Sub		n – Within Budget –		
MSI's staff has put with their service	provided on-site customer es. Again, their field techr bove and beyond to ensu	r care visits to affirm Fulto nicians display a high leve	el of professionalism and		
5. Contractors Key Person		ence Appropriate – Effect ement – Available as Nee			
and expertise du trained and have independently m	uring this review period. It e many years of experien	shows that their technicice ce working in the HVAC i little to no supervision re	ndustry. They equired by County staff and		
Overall Performance Ratin	g 3.80	Date	09-01-2022		
Would you select/recomm		Yes	No		
Rating completed by:	Dexter Dyer		Landing		
Department Head Name:	Joseph N. Davis				
Department Head Signatur	Department Head Signature Geseph Davis				
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CONTRACTORS PERFORMANCE REPORT

Report Period Start Report Perio		d End Contract Period Start		Contract Period End	
1/1/2022	6/30/2		1/1/2022	12/31/2022	
Purchaser Order Nur			Purchase Order Date	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
	22000000000000	360	3/10)/2022	
Department					
D: 1 N			d Asset Mangement		
Bid Number 20ITB125598		ervice Com		-10	
Contractor	C-GS	HVA	AC On Call Maintenance Se	rvices Countywide	
Contractor		Trane	e U.S., Inc.		
			nance Rating		
0 = Unsatisfactory		act requirements less than 50% of the time not responsive, r efficient; unacceptable delay; incompetence; high degree of			
1 = Poor	effective and/or	efficient; c	nents 70% of the time. Marg delays require significant adj able; customer somewhat s	ustments to programs; ke	
2 = Satisfactory	and/or efficient; adjustments; er intervention; cu	act requirements 80% of the time. Generally responsive, effective ; delays are excusable and/or results in minor programs mployees are capable and satisfactorily providing service without ustomers indicate satisfaction.			
3 = Good	and/or efficient;	delays ha	nents 90% of the time. Usus ve not impact on programs/r seldom require guidance; cu	mission; key employees	
4 = Excellent	highly efficient	and/or effe	nents 100% of the time. Imn ctive; no delays; key employ ; customers expectations ar	ees are experts and	
1. Quality of Goods/S	Services		tion Compliance – Technica dministration – Personnel C		
O 2 very know	ledgeable and prodetailed as it per	RANE has ofessional.	complied with all work plan Their communication with D	s. Their technicians are	
2. Timeliness of Perfo	ormance	agreemen	estones Met Per Contract – nt, if applicable) – Responsiv On Time Completion Per C	reness to Directions/	
	is declined in the n.		e contract and have proven nce level they have been ve		

3. Business Relations	(Responsivenes	s to Inquires – Prompt Pr	oblem Notifications)		
and field technician	s. Invoices have been	s been prompt coming fro n received on time and wh ons from their office mana	en an inquiry was made		
4. Customer Satisfaction Prop	t User Quality Expecta per Invoicing – No Sub	ations – Met Specification estitutions)	n – Within Budget –		
Trane's staff has pr with their services.	ovided on-site custom Again, their field techr e and beyond to ensu	actual agreement we were ner care visits to affirm Fu nicians display a high leve are that DREAM's key per	el of professionalism and		
5. Contractors Key Personnel		ence Appropriate – Effect ement – Available as Nee			
TRANE's key filed technicians continue to demonstrate a high degree of knowledge, experience and expertise in this review period. It shows that their technicians have been very well trained and have many years working in the HVAC industry. They independently manage their contract with little to no supervision required by County staff and continue to respond					
Overall Performance Rating Would you select/recommend	3.20 d this vendor again?	Date Yes	09-01-2022 No		
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Department Head Name: Joseph N. Davis					
Department Head Signature Geseph Davis					
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CONTRACTORS PERFORMANCE REPORT PROFESSIONAL SERVICES Report Period Start Report Period End Contract Period Start Contract Period End 1/1/2022 6/30/2022 1/1/2022 12/31/2022 Purchaser Order Number Purchase Order Date DO 52003102200000000000361 3/10/2022 Department Real Estate and Asset Mangement Bid Number Service Commodity 20ITB125598C-GS **HVAC On Call Maintenance Services Countywide** Contractor Johnson Controls, Inc. Performance Rating Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of 0 = Unsatisfactory customer dissatisfaction. Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key 1 = Poor employees marginally capable; customer somewhat satisfied. Archives contract requirements 80% of the time. Generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs 2 = Satisfactory adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction. Archives contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees 3 = Goodare highly competent and seldom require guidance; customers are highly satisfied Archives contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and 4 = Excellent require minimal directions; customers expectations are exceeded. (Specification Compliance - Technical Excellence -1. Quality of Goods/Services Reports/Administration – Personnel Qualification During this review period Johnson Controls Inc. (JCI), have met most of the work plan requirements. It is my experience that JCI has competent technicians who perform their work 2 at a satisfactory level. 3 (Were Milestones Met Per Contract – Response Time (per 2. Timeliness of Performance agreement, if applicable) - Responsiveness to Directions/ Change – On Time Completion Per Contract) JCI has made significant progress on key milestones per their contract. Weekly meetings are held with JCI to review and confirm expectations in order to avoid any missed deadlines and 2 failures to complete work plans. 3

-							
3. Busines	ss Relations	(Responsivenes	s to Inquires – Prompt Pro	oblem Notifications)			
O 0 1 O 2 O 3 O 4	O 1 O 2 Consider the communication from JCI managers has been prompt from their salesmen, engineers, technicians and service management. Invoices are sent by their Service Manager immediately following the service call. When an inquiry is made in reference to a discrepancy, the communication from JCI managers has been prompt and precise.						
4. Custon		t User Quality Expecta per Invoicing – No Sub	ations – Met Specification ostitutions)	– Within Budget –			
0 1 0 2 0 3 0 4	Overall, JCI continues to work towards completing their contractual agreement. The arranged meetings have improved JCI's performance in areas where we had initially experienced a less than acceptable performance. JCI's technicians display a high level of professionalism and have often went above and beyond the call of duty. They have made weekend phone						
5. Contrac	5. Contractors Key Personnel (Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)						
O 0 1 JCI's key technicians continue to demonstrate a high degree of experience and expertise during this review period. Their Service Management team, technicians and subcontractors continue to stay in close contact with County staff concerning ongoing projects to ensure customer satisfaction.							
Would yo	erformance Rating u select/recommend mpleted by: De	2.60 d this vendor again? xter Dyer	Date Yes	09-01-2022 No			
	ent Head Name:	Joseph N. Davis					
Department Head Signature Geseph Davis							
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CONTRACTORS PERFORMANCE REPORT

	PF	ROFESSION	NAL SERVICES			
Report Period Start Report Perio 1/1/2022 6/30/2		eriod End 80/2022	Contract Period Start 1/1/2022	Contract Period End 12/31/2022		
	nber 220000000000	00362	Purchase Order Date 3/10/	2022		
Department	F	Real Estate and	Asset Mangement			
Bid Number		Service Comn	nodity			
20ITB125598 Contractor	C-GS	HVAC	C On Call Maintenance Serv	rices Countywide		
Contractor		Daikin Applie	d Americas, Inc.			
	•	Performa	nce Rating			
0 = Unsatisfactory	Archives cor effective and customer dis	l/or efficient; un	act requirements less than 50% of the time not responsive, or efficient; unacceptable delay; incompetence; high degree of atisfaction.			
1 = Poor	effective and	l/or efficient; de	ents 70% of the time. Margi lays require significant adju ble; customer somewhat sa	stments to programs; key		
Archives contract requirements 80% of the time. Generally responsive, effer and/or efficient; delays are excusable and/or results in minor programs adjustments; employees are capable and satisfactorily providing service with intervention; customers indicate satisfaction.				minor programs		
3 = Good	and/or efficie	ent; delays have	ents 90% of the time. Usua e not impact on programs/m eldom require guidance; cus	ission; key employees		
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.				ees are experts and		
1. Quality of Goods/S	Services		on Compliance – Technical ministration – Personnel Qu			
O 2 They have knowledge	met 95% of the able and profe	ne specification	ervices Inc. Daikin, fully con compliance. Their technicia communication with DREAI endered.	ans are very		
2. Timeliness of Perfo	ormance	agreement,	stones Met Per Contract – F if applicable) – Responsive On Time Completion Per Co	eness to Directions/		
O 2 numerous within the	occasions in v contractual res	which MSI was ponse timetabl	contract and have proven t called upon for their service e. They also delivered a res at MSI was called upon duri	s and they delivered them solution over 90% of the		

3. Bu	3. Business Relations (Responsiveness to Inquires – Prompt Problem Notifications)								
0	0	Daikin's responsiveness to inquiries has been prompt coming from their service manager							
0	1	and field technicians. Invoices have been received on time and when an inquiry was made							
0	2	into any discrepancies, the communications from their office managers were clear and							
0	3	transparent.							
0	4	Coore 000/							
4 Cı	ıstom	or Satisfaction I		ations – Met Specification	– Within Budget –				
		Prop	per Invoicing – No Sub	stitutions)					
	0	Overall, when Daiki	n completed their con	tractual agreement we we	re satisfied 95% of the				
	1	and the second s		ustomer care visits to affir					
0	2			eir field technicians display					
0	3	50-F 55 50-6		and beyond to ensure the	•				
0	4	narconnal ara unda	tad on their progress	ranorte					
5. Cc	ntra	ctors Key Personnel	1150	ence Appropriate – Effect ement – Available as Nee					
0	0								
ŏ	1	Daikin's key field technicians continue to demonstrate a high degree of knowledge,							
Õ	2	155	1000	T-0	eir technicians have been				
Ŏ	3	very well trained and have many years of experience working in the HVAC industry. They							
Õ	4	independently manage their contract with little to no supervision required by County staff and							
		PONTINIIA TO FACTORIO	I NEWWORLD TO SHU FERLI	Acte in a hrotaccional mar	inar				
	2012	No.	T of States						
		erformance Rating	4.00	Date	09-01-2022				
	Would you select/recommend this vendor again? Yes No								
Rating completed by: Dexter Dyer									
Department Head Name: Joseph N. Davis									
Department Head Signature Geseph Davis									
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