

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT  
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
01/01/2022	09/19/2022	1/1/2023	12/31/2023
PO Number			PO Date
#20RFP1007B-EC			01/01/2023
Department	Information Technology		
Bid Number	#20RFP1007B-EC		
Service Commodity	Wireless Communications Devices and Services		
Contractor	AT&T Mobility		

<b>0 = Unsatisfactory</b>	<i>Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.</i>
<b>1 = Poor</b>	<i>Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.</i>
<b>2 = Satisfactory</b>	<i>Achieves 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.</i>
<b>3 = Good</b>	<i>Achieves 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.</i>
<b>4 = Excellent</b>	<i>Achieves 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.</i>

1. Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

**Comments:**

0  
 1  
 2  
 3  
 4

AT&T continues to provide quality good and services as requested in the solicitation and currently executed contract. AT&T provides access to in-time reports, invoices and general account information. AT&T provides a dedicated and qualified account support team that has promptly addressed County needs as necessary and required.

2. Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

**Comments:**

0  
 1  
 2  
 3  
 4

AT&T provides consistent and adequate support for wireless devices and services. The vendor promptly and actively engages in solution and strategies to meet the County business needs and requirements.

3. Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

**Comments:**

0  
 1  
 2  
 3  
 4

AT&T has provided Fulton with a dedicated support team comprised of various business elements to meet the dynamic demands and needs of Fulton County departments. The vendor is prompt to address issues and problem as requested.

4. Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

**Comments:**

0  
 1  
 2  
 3  
 4

Invoices and bill processing is properly provided and processes. Problems and discrepancies are properly addressed by the account team.

5. Contractors Key Personnel (Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)

- 0
- 1
- 2
- 3
- 4

Comments:

AT&T provides key personnel with experiences in various facets of business and technology. The team

Overall Performance Rating:

Would you select/recommend this vendor again?  
(Check box for Yes. Leave Blank for No)

Yes  No

Rating completed by:

Chiquita Barnswell

Department Head Name

Department Head Signature

Date

Lateef Ashekun

*Lateef Ashekun*

Oct 12, 2022



# ATT Mobility Contractor's Performance Report

Final Audit Report

2022-10-12

Created:	2022-10-12
By:	Yvonne Hanniford (yvonne.hanniford@fultoncountyga.gov)
Status:	Signed
Transaction ID:	CBJCHBCAABAAHkOISFg6Fiy558Gy-qdAfpqQEuDCftsD

## "ATT Mobility Contractor's Performance Report" History

-  Document created by Yvonne Hanniford (yvonne.hanniford@fultoncountyga.gov)  
2022-10-12 - 4:45:57 PM GMT
-  Document emailed to Lateef Ashekun (lateef.ashekun@fultoncountyga.gov) for signature  
2022-10-12 - 4:48:39 PM GMT
-  Email viewed by Lateef Ashekun (lateef.ashekun@fultoncountyga.gov)  
2022-10-12 - 6:18:53 PM GMT
-  Document e-signed by Lateef Ashekun (lateef.ashekun@fultoncountyga.gov)  
Signature Date: 2022-10-12 - 6:19:17 PM GMT - Time Source: server
-  Agreement completed.  
2022-10-12 - 6:19:17 PM GMT