



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
04/01/2022	9/30/2022	01/01/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
040622*525		04/06/22	

Department

Real Estate and Asset Management

Bid Number

Service Commodity

19ITB118796C-BKJ

Fire Extinguisher Testing and Maintenance Services

Contractor

Summit Fire & Security

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)
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<input type="radio"/> 0	Summit Fire is a great vendor. They have great office staff that keep us informed of current work assignments. The technicians are very professional, and knowledgeable in their field
<input type="radio"/> 1	
<input type="radio"/> 2	
<input type="radio"/> 3	
<input checked="" type="radio"/> 4	


2. Timeliness of Performance	(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)
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<input type="radio"/> 0	Summit Fire has continually accommodated any, and all our scheduling needs. If I express a particular work assignment as urgent, they make it their priority to get it scheduled, and completed
<input type="radio"/> 1	
<input type="radio"/> 2	
<input type="radio"/> 3	
<input checked="" type="radio"/> 4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Summit Fire does a good job responding to phone call, and emails.
<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	Summit Fire has always completed the work correctly, and not had to be called back out to address a issues related to their workmanship. Invoices are received in a timely manner as well.
<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	Summit Fire does a great job. I have no complaints with them. They are a very professional business that is structured well. And is able to produce quality work for all our needs.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	4.00	Date	9-22-22
Would you select/recommend this vendor again?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Rating completed by:	Patrick Ent		
Department Head Name:	Joseph Davis		
Department Head Signature			

After completing the form:

 records

Save the form

Submit

Print

Save



INTEROFFICE MEMORANDUM

TO: Felicia Strong-Whitaker, Director, Purchasing and Contract Compliance

FROM: Joseph Davis, Director, DREAM 

DATE: October 7, 2022

SUBJECT: Contractor's Performance Report – Cintas Fire Protection, Inc.

The Contractor listed below to our knowledge has never provided any professional goods or services to Fulton County's Department of Real Estate and Asset Management:

PROJECT: Fire Extinguisher Testing and Maintenance Services

PROJECT NO.: 22ITB134833C-MH

CONTRACTOR: Cintas Fire Protection, Inc.
1705 Corporate Drive, Suite 440
Norcross, GA 30093

POC: Mr. Lee Ruddick, Sales Specialist

PHONE: (770) 333-9988

EMAIL: ruddickb@cintas.com

If you have any questions, please contact Harry Jordan at (404) 612-5933

JD/MR/VN/WP/haj

C: Michael Ross, Administrator, DREAM
Vijay Nair, Building Maintenance Manager, DREAM
Willie Perryman, Building Maintenance Manager, DREAM