



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2021	6/30/2021	1/1/2021	12/31/2021
Purchaser Order Number		Purchase Order Date	
021621-0254		2/16/2021	
Department			
Real Estate and Asset Mangement			
Bid Number		Service Commodity	
19ITB312987K-JAJ		Standby Roof Maintenance, Repair and Replacement	
Contractor			
Ideal Building Solutions			
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	Contractor's has brought in additional field supervision that is receptive to seeking solutions tor unique problems and technical experts to ensure requirements are met. Contractor remains responsive to requests of all kinds.		
<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)	
<input type="radio"/> 0	Contractor has made all efforts to meet milestones. Contractor has cooperated with numerous changes and provided additional supervision of their teams which has resulted in more successful completions.		
<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	Contractor's preparation of proposals is efficient and succinct with the exception of a few instances. They provided a fast return for all requested items. Upon request, most issues were resolved in a timely manner. Overall, our User Groups were very pleased with this contractor's workforce's knowledge and professionalism at our locations. This contractor has continually responded on weekends during cold or heavy rain event days and provided
<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	Contractor has expanded their specialty into waterproofing and general contacting. They could however benefit from greater review of their subcontractors proposals for accuracy...
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	Contractor's staff and supervision receive on-going training with attendance at individual Conferences, Conventions & Trainings that provide new and innovative products and approaches to the industry methods and techniques. Contractor consistently recommends new methodologies to Fulton County that are more cost effective. Time saving and less intrusive to our User groups.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	3.80	Date	7/14/2021
Would you select/recommend this vendor again?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Rating completed by:	Michelle Cox		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

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PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2021	6/30/2021	1/1/2021	12/31/2021
Purchaser Order Number		Purchase Order Date	
021621-0258		2/16/2021	
Department			
Real Estate and Asset Management			
Bid Number	Service Commodity		
19ITB312987K-JAJ	Standby Roof Maintenance, Repair and Replacement		
Contractor			
Ben Hill Roofing and Siding Co., 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.
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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	Supervision and work crews have required technical expertise to perform contract work. Contractor has been responsive to repairs and preventative maintenance.
<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)
<input type="radio"/>	0	Project completions have been on time thus far. Contractor has been proactive acclimating to Fulton County policies to ensure minimal interruptions to daily operations at the various Fulton County Facilities.
<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	Contractor's preparation of proposals is efficient and clear. Contractor has provided a quick turn-around of requested items. Issues have been resolved in a timely manner. User Groups have been satisfied with contractor's work force knowledge at our locations.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
	0	Contractor has met quality standards. Project proposals have kept within industry standards of pricing for similar types of work.
	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	Contractor's staff could benefit from additional Safety Training, focusing on the housekeeping at FC locations.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

Overall Performance Rating	3.60	Date	7/14/2021
Would you select/recommend this vendor again?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Rating completed by:	Michelle Cox		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

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CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start 1/1/2021	Report Period End 6/30/2021	Contract Period Start 1/1/2021	Contract Period End 12/31/2021
Purchaser Order Number 021621-0255		Purchase Order Date 2/16/2021	

Department

Real Estate and Asset Management

Bid Number 19ITB312987K-JAJ	Service Commodity Standby Roof Maintenance, Repair and Replacement
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Contractor

Rycars Construction, LLC

Performance Rating

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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	Supervision and crews have required technical expertise to perform contract work. Contractor has been responsive to repairs and preventative maintenance. Increase safety measures need to be incorporated into contractor operations.
<input type="radio"/> 1	
<input type="radio"/> 2	
<input checked="" type="radio"/> 3	
<input 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	Project completions have been on time thus far. Contractor has been re-acclimated to Fulton County policies to ensure minimal interruptions at Fulton County facilities are minimal.
<input type="radio"/> 1	
<input type="radio"/> 2	
<input checked="" type="radio"/> 3	
<input type="radio"/> 4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Contractor's preparation of proposals is efficient and clear. Contractor has provided proposals as required. Issues have been resolved in a timely manner.
<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)
	0	Contractor has met quality standards. Project proposals tend to be 15-20% higher than other contractors pricing for similar types of work.
	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	Contractor's staff could benefit from additional Safety Training, focusing on the housekeeping at FC locations. Increased safety measures need to be incorporated into contractor operations.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

Overall Performance Rating	3.20	Date	7/14/2021
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	Michelle Cox		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

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