

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
OTHER SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
4/1/2021	6/30/2021	1/1/2021	6/30/2021
PO Number			PO Date
010621-0003			
Department			
Bid Number			
Service Commodity			
Contractor	Allied Universal Services		

= Unsatisfactory

Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.

= Poor

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.

= Satisfactory

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.

= Good

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.

= Excellent

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.

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

- ☐ 0
☐ 1
☒ 2
☐ 3
☐ 4

Comments:

The rating of 2 is based on the beginning of the contract services. The contract start was good, but within the last three months, the performance has declined.

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

- ☐ 0
☐ 1
☒ 2
☐ 3
☐ 4

Comments:

Allied doesn't have sufficient manpower as required to fill posts which results in delays of service and service complaints. They are working on improving this issue.

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

- ☐ 0

Comments:

☐ 1

☒ 2

☐ 3

☐ 4

Although we receive notifications of staffing shortages, the Account Manager does not communicate issues to the client effectively. The guards are being assigned without training.

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

Comments:

☐ 0

☐ 1

☐ 2

☒ 3

☐ 4

The invoice is improving since the start of the contract.

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

Comments:

☐ 0

☒ 1

☐ 2

☐ 3

☐ 4


The contract key personnel has been providing unsatisfactory performance. The Day Watch supervisor is untrained and lacks the knowledge to lead the security officers. This issue has been addressed with negative improvements. Documents requested from the Account Manager are not received. The security officers are not being trained which results in subpar performance.

Overall Performance Rating: 2.0

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

Rating completed by:

☒ Yes ☐ No

Department Head Name	Department Head Signature	Date
W WADE YATES		8/20/2021



W. Wade Yates
Chief of Police

Fulton County Police Department

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INTEROFFICE MEMORANDUM

DATE: July 30, 2021

TO: Felicia Strong-Whitaker, Purchasing Director

FROM: Captain Kenneth Schierle *KS*

SUBJECT: Corrective Action Plan (Allied Universal)

4701 Fulton Industrial Boulevard, SW, Atlanta, GA 30336 * Office (404) 613-5711 * Fax (404) 612-2514

This memo is in reference to the current Security Contract with Allied Universal and the renewal for 2022. During the 2nd Quarter of 2021, we were experiencing some deficiencies in the service that we were receiving in reference to this contract and they are documented in the most recent Contractor Performance Report. On 07/29/2021 I had a corrective action meeting with Anthony Flowers (General Manager), Kyle Smith (Director of Operations) and Bill Oppenheimer (Business Development Manager) who are all employees of Allied Universal along with Valerie Burns (Assistant Security Manager, Fulton County P.D). All parties involved were given a copy of the 2nd Quarter Performance Report. Please see some of the corrective actions that have been proposed by the Allied Universal team:

- Allied Universal will continue to hire for key positions with a heavy focus on armed officers and Flex personnel.
- There will be weekly meetings to discuss performance and any other issues that have occurred.
- Allied Universal will invest additional money to provide a Field Supervisor at no cost to Fulton County and increase the pay of the Assistant Account manager to attract a high quality employee at no cost to Fulton County.



W. Wade Yates
Chief of Police

Fulton County Police Department

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- Anthony Flowers and Kyle Smith will work directly with Krista Parham (Account Manager) to improve on all deficiencies that are in the Account Manager's description.
- The Allied Universal Management team will spend 1 on 1 time with each officer and address any deficiencies and answer any questions that Officers may have in regards to job duties and expectations. The Supervisor will ensure that all Officers are clear and trained on all duties and personally sign off on each Officers on the job training after full demonstration of procedure to the Supervisor.
- The Day Watch Supervisor that was underperforming was removed from the Contract and will be replaced.

We believe that by instituting these actions, performance should continue to improve.

A handwritten signature in black ink, appearing to read "W. Wade Yates".