



**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 | |
| 020921*219 | | 2/9/2021 | |

| | |
|----------------------------------|---|
| Department | |
| Real Estate and Asset Management | |
| Bid Number | Service Commodity |
| 20ITB125775C-CG | Electrical On-Call Maintenance Services |

| |
|--|
| Contractor |
| Capital City Electrical Services, 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. |
| 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 <input type="radio"/> 1 <input type="radio"/> 2 <input checked="" type="radio"/> 3 <input type="radio"/> 4 | Comments The vendor complied with specification and exhibited technical excellence. |

| | |
|--|--|
| 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 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4 | Comments The vendor completed work in time and their response to calls and responsive to directions were excellent. |

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|----------------------------------|---|---|
| 3. Business Relations | | (Responsiveness to Inquires – Prompt Problem Notifications) |
| <input type="radio"/> | 0 | Comments The vendor maintain excellent relationship throughout the work. They have been helpful in identifying the issues and resolved them. |
| <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 | Comments Vendor met quality expectations and provides services within budget. |
| <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 | Comments Vendor key personnel were qualified, available as needed and excelled in the field of their activity. All of them had necessary experience to do the work. |
| <input type="radio"/> | 1 | |
| <input type="radio"/> | 2 | |
| <input type="radio"/> | 3 | |
| <input checked="" type="radio"/> | 4 | |

| | | | |
|---|--|---|-----------------------------|
| Overall Performance Rating | 3.60 | Date | 7/26/21 |
| Would you select/recommend this vendor again? | | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| Rating completed by: | Ricky Timmons | | |
| Department Head Name: | Joseph Davis | | |
| Department Head Signature |  for Joseph Davis | | |

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CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

| | | | |
|------------------------|-------------------|-----------------------|---------------------|
| Report Period Start | Report Period End | Contract Period Start | Contract Period End |
| 4/1/2021 | 6/30/2021 | 1/1/2021 | 12/31/2021 |
| Purchaser Order Number | | Purchase Order Date | |
| 030921-0365 | | 3/9/2021 | |

| | |
|----------------------------------|--|
| Department | |
| Real Estate and Asset Management | |
| Bid Number | Service Commodity |
| 20ITB125775C-CG | Electrical On Call Maintenance Services Countywide |
| Contractor | |

ALL-N-1 Security Services, 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 <input type="radio"/> 1 <input type="radio"/> 2 <input checked="" type="radio"/> 3 <input type="radio"/> 4 | Contractor is technically well qualified to provide us contract compliant services and their service techs and administration office exhibits technical excellence in all Business Communications. |

| | |
|--|---|
| 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 <input type="radio"/> 1 <input type="radio"/> 2 <input checked="" type="radio"/> 3 <input type="radio"/> 4 | Contractor responded to all requests in a timely manner. Contractor started and completed all the tasks within the set time frame. Contractor responds to requested changes without any issue(s). Our Milestones were duly met and we are satisfied with their job performance. |

| | | |
|----------------------------------|---|---|
| 3. Business Relations | | (Responsiveness to Inquires – Prompt Problem Notifications) |
| <input type="radio"/> | 0 | Contractor is courteous to site visits and inquiries related to request for quotes and scope of work. Contractor has notified us promptly for all issues related to completion of the assigned tasks without delay. |
| <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) |
| <input type="radio"/> | 0 | Contractor quality of work is good and meets all the applicable Codes and Specification of the Electrical workmanship. Contractor quoted and completed the assigned jobs as per electrical industry standards and did not exceeded more than the quoted costs. Invoicing was somehow delayed and they were told to comply with the terms and conditions of Invoicing as per the Contract. |
| <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 personnel are highly competent in their Electrical Trade and may not need no advice or guidance during their course of executing the work at our sites. Contractor have good supervision set up for their techs for follow ups and their communications with us. |
| <input type="radio"/> | 1 | |
| <input type="radio"/> | 2 | |
| <input checked="" type="radio"/> | 3 | |
| <input type="radio"/> | 4 | |

| | | | |
|---|---|-----------------------------|-----------|
| Overall Performance Rating | 3.00 | Date | 7/19/2021 |
| Would you select/recommend this vendor again? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | |
| Rating completed by: | Gurwant Obhi | | |
| Department Head Name: | Joseph N. Davis | | |
| Department Head Signature | <i>Joseph N. Davis</i> | | |

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