



**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	
030421-0332		3/4/2021	
Department			
Real Estate and Asset Mangement			
Bid Number		Service Commodity	
20ITB125598C-GS		HVAC On Call Maintenance Services Countywide	
Contractor			
Mechanical 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	During this review period, Mechanical Services Inc. (MSI), fully complied with all work plans. They have become the epitome of the specification compliance. Their technicians are very knowledgeable and professional. Their communication with DREAM personnel has been excellent as it pertains to services rendered. +		
<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	MSI has met key milestones per their contract and have proven to be reliable. There were numerous occasions in which MSI was called upon for their services and they delivered them within the contractual response timetable. They delivered a level of service that is second to none. There have been several times that MSI was called upon during critical situations ++		
<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	MSI's responsiveness to inquiries has been prompt coming from their service manager and field technicians. Invoices have been received on time and at times have even been hand delivered. When an inquiry was made concerning any discrepancies, the communication from their office managers was clear and transparent.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
Score 90%		
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
<input type="radio"/>	0	Overall, when MSI completed their contractual agreement we were satisfied most of the time. MSI's staff has provided on-site customer care visits to affirm Fulton County's satisfaction with their services. Again, their field technicians display a high level of professionalism and continually go above and beyond to ensure that DREAM's key personnel are updated on their progress reports. As a result of this MSI has become the go to for all needs.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
Score 90%		
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	MSI's key field technicians continue to demonstrate a high degree of knowledge, experience and expertise during this review period. It shows that their technicians have been very well trained and have many years of experience working in the HVAC industry. They independently manage their contract with little to no supervision required by County staff and continue to respond promptly to any requests in a professional manner. I am highly
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
Score 90%		

Overall Performance Rating	4.00	Date	09-01-2021
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	Dexter Dyer		
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	
030421-0333		3/4/2021	

Department	
Real Estate and Asset Mangement	
Bid Number	Service Commodity
20ITB125598C-GS	HVAC On Call Maintenance Services Countywide
Contractor	

Trane U.S., 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	During this review period, TRANE has complied with all work plans. Their technicians are very knowledgeable and professional. Their communication with DREAM personnel has been very detailed as it pertains to services rendered.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
		Score 90% +

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	TRANE has met key milestones per the contract and have proven to be reliable. Recently TRANE has declined in their performance level they have been very slow to respond when called upon.
<input type="radio"/>	1	
<input checked="" type="radio"/>	2	
<input type="radio"/>	3	
<input type="radio"/>	4	
		Score 70% +

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Daikin's responsiveness to inquiries has been prompt coming from their service manager and field technicians. Invoices have been received on time and when an inquiry was made into any discrepancies, the communications from their office managers were clear and transparent. Score 90%
<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	TRANE's responsiveness to inquiries has been prompt coming from their service manager and field technicians. Invoices have been received on time and when an inquiry was made into any discrepancies, the communications from their office managers were clear and transparent. Score 90%
<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	TRANE's key field technicians continue to demonstrate a high degree of knowledge, experience and expertise in this review period. It shows that their technicians have been very well trained and have many years working in the HVAC industry. They independently manage their contract with little to no supervision required by County staff and continue to respond promptly to any requests in a professional manner.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

Overall Performance Rating	3.40	Date	09-01-2021
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	Dexter Dyer		
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	
030421-0335		3/4/2021	
Department			
Real Estate and Asset Mangement			
Bid Number	Service Commodity		
20ITB125598C-GS	HVAC On Call Maintenance Services Countywide		
Contractor			

Johnson Controls, 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	During this review period Johnson Controls Inc. (JCI), failed to the work plan requirements. This was evidenced by JCI did not fulfill all portions of the documented scope of work requirements and did not timely complete work requirements. In fact, they met only 50% of the specification requirements. It's my experience that JCI has some competent technicians.
<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)
<input type="radio"/>	0	JCI on a whole have not met key milestones per the contract and have proved to be unreliable on several occasions where projects concerned. During said projects JCI were called back to make corrections or redo the work all-together. Some examples of unmet key milestones are previously approved work plans were not executed in a timely manner. This
<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	JCI's responsiveness to inquiries has been prompt coming from their sales engineer and technicians but their service management side performance has been inconsistent. Invoices will be sent out by their Service Manager immediately following the service call but when an inquiry was made into any discrepancy the communication halted from JCI managers and meetings had to be requested for any action to be taken on their behalf.
<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	Overall, JCI completed their contractual agreement although there are still some concerns surrounding performance.
<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	JCI's key technicians continued to demonstrate a high degree of experience and expertise in this review period. Although in the beginning phase of the projects, JCI's management performed at a level inconsistent with Fulton County's expectations which resulted in countless issues during funded projects.
<input type="radio"/>	1	
<input checked="" type="radio"/>	2	
<input type="radio"/>	3	
<input type="radio"/>	4	

Overall Performance Rating	2.80	Date	09-01-2021
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	Dexter Dyer		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

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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 030421-0336		Purchase Order Date 3/4/2021	

Department Real Estate and Asset Mangement	
Bid Number 20ITB125598C-GS	Service Commodity HVAC On Call Maintenance Services Countywide
Contractor Daikin Applied Americas, Inc.	

Performance Rating

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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 type="radio"/> 3 <input checked="" type="radio"/> 4	During this review period, Daikin Applied Services has fully complied with all work plans. Their technicians are very knowledgeable and professional. Their communication with DREAM personnel has been very detailed as it pertains to services rendered. Score 90%

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	Daikin on a whole has met key milestones per the contract and have proven to be a reliable entity. There were numerous occasions in which Daikin were called upon for their services and they delivered within an acceptable timetable and provided a resolution. Daikin has recently completed a critical project and upgraded the HVAC equipment at on our facilities

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Daikin's responsiveness to inquiries has been prompt coming from their service manager and field technicians. Invoices have been received on time and when an inquiry was made into any discrepancies, the communications from their office managers were clear and transparent. Score 00%
<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	Overall, when Daikin completed their contractual agreement we were satisfied. Daikin's staff provided on-site customer care visits to affirm the status of Fulton County satisfaction with their services. Again, their field technicians displayed a high level of professionalism and often went out their way by sending status reports on the weekends to ensure that DREAM's key personnel were updated on their progress reports.
<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	Daikin's key field technicians continued to demonstrate a high degree of knowledge, experience and expertise in this review period. It shows that their technicians have been very well trained and have many years working in the HVAC industry. They independently manage their contract with little to no supervision required by County staff and continue to respond promptly to any requests in a professional manner.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	4.00	Date	09-01-2021
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	Dexter Dyer		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

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