



**DEPARTMENT OF PURCHASING &  
CONTRACT COMPLIANCE**

**CONTRACTORS PERFORMANCE REPORT**

**PROFESSIONAL SERVICES**

Report Period Start	Report Period End	Contract Period Start	Contract Period End
01/01/2021	07/01/2021	01/01/2021	12/31/2021
Purchaser Order Number		Purchase Order Date	
DO 520 020521000*00197		02/05/2021	

Department

**REAL ESTATE AND ASSET MANAGEMENT**

Bid Number	Service Commodity
18ITB113793C-GS	OVERHEAD DOOR INSTALLATION MAINTENANCE AND REPAIR

Contractor

**OVERHEAD DOOR COMPANY**

**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 type="radio"/> 3 <input checked="" type="radio"/> 4	Vendor provided goods and services of excellent quality. Work was always completed in full compliance with requirements in the work orders. The technicians were knowledgeable and always provided valuable feed back and updates

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	Vendor's responses were mostly timely or as scheduled. Where milestones were established, they were honored.

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Vendor maintains a very good business relationship with FC. Vendor's Account Executive, assisting Fulton County contract, has been successful in establishing and improving liaison between various service divisions in vendor's organization with FC Contract Manager. This has helped problem identification and early resolution
<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	Vendor's products and services meets quality expectations in the contract. Vendor meets te specification requirements all the time. Invoices are within budget, however, lot of improvement is required in delivering invoices for payment in a timely manner
	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 key personnel has excellent credentials and adequate knowledge and experience. There was very good coordination between the service organization, FC Contract Management and vendor's field staff. Services were always available within 24 hours in most cases
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	3.60	Date	9/17/2021
Would you select/recommend this vendor again?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Rating completed by:	Vijaya Nair		
Department Head Name:	Joseph Davis		
Department Head Signature	<i>for Joseph Davis</i>		

After completing the form:  
 Submit to Purchasing  
 Print a copy for your records  
 Save the form

Submit

Print

Save