



**DEPARTMENT OF PURCHASING &  
CONTRACT COMPLIANCE**

**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 6/30/2021
Purchaser Order Number 040921-0550		Purchase Order Date 4/9/2021	

Department

Real Estate and Asset Management

Bid Number 17ITB107780C-GS	Service Commodity Standby Emergency Repair and Restoration Services
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Contractor

Full Circle Restoration & Construction 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 type="radio"/> 3 <input checked="" type="radio"/> 4	Comments: Full Circle personnel are technical adept in restoration and customer friendly in providing good quality services and take in consideration of cost due to long term business relationship.

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: Very responsive to customer needs and milestones and they work diligently to reduce and mitigate damages timely. We had a very serious water intrusion In the FCC Courthouse and couldn't determine source of water intrusion for four months. They worked with us to keep extracting water during torrential rainfall to try and prevent further damages +

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Comments: Very prompt when called and during COVID and heavy traffic times in metro Atlanta, they would send response unit to site while calling back for additional equipment and personnel as needed to mitigate situation thus reducing impact to our facilities.
<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	Comments: Very patient in working with County on invoicing even during long restoration project that lasted for four months and many personnel hours to mitigate and repair what seemed I was endless water intrusion project. Because of there quality of work other departments recognized them from previous years work on special projects and requested them for special projects.
	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	Comments: Very knowledge and and effective supervision and management to the point that in the courthouses the Deputies and Judge Chambers relaxed the supervision requirements when working in courtrooms and courthouses while performing mitigation and repair work. When subcontractor were brought in Management personnel from Full Circle was on-site overseeing work and believed in doing work right first time.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	4.00	Date	9/1/2021
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	Alfred Jones		
Department Head Name:	Joseph 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 6/30/2021
Purchaser Order Number 022221-0292		Purchase Order Date 2/22/2021	
Department Real Estate and Asset Management			
Bid Number 17ITB107780C-GS		Service Commodity Standby Emergency Repair and Restoration Services	
Contractor CRM Services, LLC			

**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.
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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	Comments: CRM restoration staff is very technical is very knowledgeable of the restoration and business and very response to customer need and very cost conscious and provide timely reports and discussion on how to mitigate with minium impact and interruption to business needs.

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: Very responsive to needs and request to mitigation and repair. High percent of time work is performed ahead of projected schedule. During current situation with COVID and scheduling of material CRM went the extra mile to obtain material and being sensitive to needs of customers to turn around mitigation and repairs.

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Comments: Very prompt when called and during COVID and heavy traffic times in metro Atlanta. The would send and have boots on ground accessing situation while waiting for additional equipment and personnel to arrive . The would work tirelessly to gain control of situation and minimize impact to property. As a result of their previous work and expertise CBM has been a successful contractor and awarded other contracts because of varied
<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: Very patient and customer focused and they deliver a quality product time and time again and usually deliver ahead of estimated schedule. Timely invoicing even when key personnel were out with COVID they delivered on time with out reservation.
<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	Comments:Key personnel very knowledgeable and Provide adequate supervision for job and available for consultation as needed. Very trustworthy and realiable to get job done and customers are always satisfied with work ethics .
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	4.00	Date	9/1/2021
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	Alfred Jones		
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