



**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	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
<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	Vendor's responses were mostly timely or as scheduled. Where milestones were established, they were honored.
<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	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)
<input type="radio"/>	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
<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'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 availble 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			

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**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
04/01/2021	09/21/2021	02/05/2021	12/31/2021
Purchaser Order Number		Purchase Order Date	
DO 02052100*0192		02/05/2021	

Department

REAL ESTATE AND ASSET MANAGEMENT

Bid Number	Service Commodity
18ITB113773C-GS	LOCK HARDWARE AND LOCKSMITH SERVICES

Contractor

ACME SECURITY 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)
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<input type="radio"/> 0	Quality of services received from the vendor was very good. Contractor complied with specifications and quantity requirements. Provided periodic updates
<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)
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<input type="radio"/> 0	Performance was mostly in a timely manner. Some interruptions were caused by closure of buildings/programs due to pandemic. However the vendor worked with the contract administration to yield the best possible results
<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	The vendor always tried to maintain very good business relationship. Communication with the vendor and their reporting was very streamlined and this helped in coordinating the work with customer departments distributed across geographic confines of the County
<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	Vendor always tried to satisfy Fulton County's requirements. Invoicing was proper and accurate, invoices were submitted in a timely manner as requested by the contract management staff
<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's key personnel had sufficient experience and acceptable credentials. There was some interruption in services initially in the contract period due to retirement of a very key member in vendor's organization. This was soon overcome. Since then supervision and deployment of technician by the vendor was very effective
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	3.40	Date	09/22/2021
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 N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

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