

Performance Evaluation Details

ID	E1
Project	Upfitting of Government-owned Emergency Response Vehicles
Project Number	23SWC139197B-RT
Supplier	Dana Safety Supply
Supplier Project Contact	Mark Sevigny (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2023 to 07/31/2023
Effective Date	09/26/2023
Evaluation Type	Formal
Interview Date	09/26/2023
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	09/26/2023 03:30 PM EDT
Completion Date	09/26/2023 03:30 PM EDT
Evaluation Score	100

Related Documents

There are no documents associated with this Performance Evaluation

OVERALL RATING GUIDE - GOODS AND COMMODITY SERVICES

Evaluation Score Range
Outstanding = 90-100%
Excellent = 80-89%
Satisfactory = 70-79%
Needs Improvement = 50-69%
Unsatisfactory = -50%

QUALITY OF PRODUCT OR SERVICE

20/20

Rating Outstanding: The contractor has demonstrated an outstanding performance level, no quality problems, all performance/specification requirements met, minor problems, highly effective corrective actions.

Comments Dana Safety Supply provides a quality service and uses excellent parts / accessories on our vehicles.

TIMELINESS OF PERFORMANCE

20/20

Rating Outstanding: The contractor has demonstrated an outstanding performance level, significantly exceeded delivery requirements, all on-time deliveries to the Government's benefit.

Comments Dana Safety Supply has completed all service / installation work in a very timely manner.

BUSINESS RELATIONS

20/20

Rating Outstanding: The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent".

Comments The service manager, Tom Boulanger, provides the upmost customer service when it comes O to interacting with Fulton County Police personnel. He keeps us updated on any matter that g ; comes up and is very responsive to any inquiries..

CUSTOMER SATISFACTION

20/20

Rating Outstanding: Contractor representative proactively communicates performance/specification issues to the User Department, highly professional and responsive.

Comments *Not Specified*

COST CONTROL

20/20

Rating Outstanding: Compliance with contract pricing, all cost discrepancies are clearly identified with explanation; compliance with invoice submission requirements/price substantiation.

Comments Dana Safety Supply has always provided excellent service in a timely manner and notifies me of any delays due to situations out of their control. They are prompt on addressing any issues / questions and invoice once work has been completed.

GENERAL COMMENTS

Comments It is a pleasure working with Dana and customer service is great.