## Performance Evaluation Details

ID E6

Project Automobile Repair Services

Project Number23ITB139979B-RTSupplierMoon's Service Center

Supplier Project ContactLori Scott (preferred language: English)Performance ProgramGoods and Commodity Services

**Evaluation Period** 04/01/2025 to 06/30/2025

Effective Date 07/07/2025

Evaluation Type Formal
Interview Date 06/30/2025

Expectations Meeting Date Not Specified
Status Completed

 Publication Date
 07/07/2025 08:27 AM EDT

 Completion Date
 07/07/2025 08:27 AM 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 Moon's 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.

Moon's has completed all service work in a very timely manner with no interruption of vehicle service to Fulton County Police. Comments

**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".

The service manager, Will Cardis, provides the upmost customer service when it comes to interacting with Fulton County Police personnel. He keeps me updated Comments

on a daily basis on any matter that comes up and is very responsive to any

inquiries I have.

**CUSTOMER SATISFACTION** 20/20

Rating

Outstanding: Contractor representative proactively communicates

performance/specification issues to the User Department, highly professional and

responsive.

Comments Moon's has provided excellent service in a timely manner. They are prompt on

addressing any issues / questions that have arose concerning invoices and

corrected errors in a timely manner as not to delay payment.

**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.

All of the personnel at Moon's exhibit knowledge of the vehicle maintenance Comments

process and provide an outstanding service to the Fulton County Police

Department. Any issues with billing are addressed immediately

**GENERAL COMMENTS** 

Comments Not Specified