

Performance Evaluation Details

ID	E6
Project	Automobile Repair Services
Project Number	23ITB139979B-RT
Supplier	Moon's Service Center
Supplier Project Contact	Lori Scott (preferred language: English)
Performance Program	Goods 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.

Comments

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

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

Comments

All of the personnel at Moon's exhibit knowledge of the vehicle maintenance process and provide an outstanding service to the Fulton County Police Department. Any issues with billing are addressed immediately

GENERAL COMMENTS

Comments

Not Specified