



DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

| | | | |
|---------------------------------|-------------------------------|-----------------------|---------------------|
| Report Period Start | Report Period End | Contract Period Start | Contract Period End |
| 01/01/2022 | 05/25/2022 | | |
| Purchaser Order Number | | Purchase Order Date | |
| 22134417B-EF | | | |
| Department | | | |
| Fulton County Police Department | | | |
| Bid Number | Service Commodity | | |
| | Portable Radios & Accessories | | |
| Contractor | | | |
| Motorola | | | |

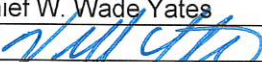
Performance Rating

| | |
|--------------------|--|
| 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 checked="" type="radio"/> 3 <input type="radio"/> 4 | Comments Motorola has quality radios and products but we are having issues with the microphone cords splitting in half. Orders are always correct and the personnel working there is very prompt with any requests we have. |

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| 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 Motorola and its staff are excellent with getting orders shipped to us quickly and responding the same day with inquiries. |

| | | |
|----------------------------------|---|--|
| 3. Business Relations | | (Responsiveness to Inquires – Prompt Problem Notifications) |
| <input type="radio"/> | 0 | Comments Lavinia Miller with Motorola is very professional and answers all inquiries quickly. If there are any problems or questions she lets us know right away. |
| <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 Motorola provides correct invoicing and fills all orders correctly the first time. We are very satisfied with their services. |
| | 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 Lavinia Miller with Motorola is very knowledgeable about the products they sell and she usually responds the same day with any order requests. |
| <input type="radio"/> | 1 | |
| <input type="radio"/> | 2 | |
| <input type="radio"/> | 3 | |
| <input checked="" type="radio"/> | 4 | |

| | | | |
|---|---|-----------------------------|-----------|
| Overall Performance Rating | 3.80 | Date | 5/25/2022 |
| Would you select/recommend this vendor again? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | |
| Rating completed by: | Lieutenant Nicole Dwyer | | |
| Department Head Name: | Chief W. Wade Yates | | |
| Department Head Signature |  | | |

After completing the form:
 Submit to Purchasing
 Print a copy for your records
 Save the form

Submit

Print

Save