



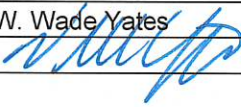
**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
04/01/2022	06/30/2022	01/01/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
DO-320-012022-63			
Department			
Police			
Bid Number		Service Commodity	
		Vehicle Maintenance & Repairs	
Contractor			
Moon's Service Center			
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)	
☐	0		
☐	1		
☐	2		
☐	3		
☒	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)	
☐	0		
☐	1		
☐	2		
☐	3		
☒	4		

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	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.
☐	1	
☐	2	
☐	3	
☒	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	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.
☐	1	
☐	2	
☐	3	
☒	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	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.
☐	1	
☐	2	
☐	3	
☒	4	

Overall Performance Rating	4.00	Date	7/15/2022
Would you select/recommend this vendor again?	☒ Yes	☐ No	
Rating completed by:	Sergeant Jared Olmstead		
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