



DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2023	8/31/2023	10/01/2019	9/30/2023

Purchaser Order Number	Purchase Order Date

Department Sheriff's Office

Bid Number	Service Commodity
	Professional Services

Justice Solutions

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
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	0	Justice Solutions (Dr. Gary Christensen) is very responsive; effective and/or efficient. Key employees are highly competent and seldom require guidance.
	1	
	2	
	3	
x	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	Justice Solutions (Dr. Gary Christensen) delivers work products on time every two weeks. Justice Solutions is very detailed oriented in his analysis of the Fulton County Sheriff's Office Reentry program.
	1	
	2	
	3	
x	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
	0	Justice Solutions (Dr. Gary Christensen) provides prompt response when inquires are made. Justice Solutions always includes a timeline for futher follow up.
	1	
	2	
	3	
x	4	

4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)
	0	The service quality level provided by Justice Solutions (Dr. Gary Christensen) is excellent. All expenses align with the grant budget.
	1	
	2	
	3	
X	4	

5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
	0	Justice Solutions (Dr. Gary Christensen)is highly qualified and has worked with the Department of Justice over 30 years on reentry programming.
	1	
	2	
	3	
x	4	

Overall Performance Rating	4	Date 08/10/2023	
Would you select/recommend this vendor again?	Yes		
Rating completed by:	Dr. Vinyl Baker		
Department Head Name:	Patrick Labat, Fulton County Sheriff		
Department Head Signature			