



**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) | |
| <input type="radio"/> | 0 | | |
| <input type="radio"/> | 1 | | |
| <input type="radio"/> | 2 | | |
| <input type="radio"/> | 3 | | |
| <input checked="" type="radio"/> | 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) | |
| <input type="radio"/> | 0 | | |
| <input type="radio"/> | 1 | | |
| <input type="radio"/> | 2 | | |
| <input type="radio"/> | 3 | | |
| <input checked="" type="radio"/> | 4 | | |

| | | |
|----------------------------------|---|---|
| 3. Business Relations | | (Responsiveness to Inquires – Prompt Problem Notifications) |
| <input type="radio"/> | 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. |
| <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) |
| <input type="radio"/> | 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. |
| <input type="radio"/> | 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 | 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. |
| <input type="radio"/> | 1 | |
| <input type="radio"/> | 2 | |
| <input type="radio"/> | 3 | |
| <input checked="" type="radio"/> | 4 | |

| | | | |
|---|---|-----------------------------|-----------|
| Overall Performance Rating | 4.00 | Date | 7/15/2022 |
| Would you select/recommend this vendor again? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> 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