



**DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE**

**Winner 2000- 2007 Achievement of Excellence in Procurement Award  
National Purchasing Institute**

**Jerome Noble, Director**



December 11, 2007

**Re: 08RFP0001YB, Animal Control Services**

Dear Proposers:

Attached is one (1) copy of Addendum 2, hereby made a part of the above referenced Request for Proposal.

Except as provided herein, all terms and conditions in the Request for Proposal referenced above remain unchanged and in full force and effect.

Sincerely,

Felicia Strong-Whitaker  
Deputy Director, Purchasing

**08RFP0001YB, Animal Control Services**  
**Addendum No. 1**  
**Page Two**

This Addendum forms a part of the contract documents and **modifies** the original RFP documents as noted below:

Responses to Questions:

- Q. Due to the high risk of the scope of FCAS operations and due to the litigious nature of people regarding animal issues, it has become increasingly difficult to obtain liability insurance for organizations that provide animal control services. Nationally, more and more people are suing animal control organizations for just performing their jobs, even though the organization is operating within the law. In addition, because we have to house extremely vicious animals (at times for months while cases are reset, appealed or hearings scheduled) that have already viciously attacked a person, the risk is even higher. Some insurance companies will no longer provide complete coverage for some of these liability issues, leaving a private agency at risk if there is a lawsuit. If in the future we find that we can not find an agency to provide complete liability coverage, would the county be willing to allow our agency to purchase the necessary liability insurance under the county's risk management program?
- A. No, the County is not in a position to assume that risk.
- Q. Is there a list of Fulton County owned equipment/assets that transfer with the contract?
- A. No equipment or assets will be transferred. All equipment/assets will remain the property of Fulton County. The successful contractor will have use of equipment/assets. An Asset Inventory is attached as Attachment 1 and a detailed Vehicle Inventory List was provided in the RFP as Exhibit 2.
- Q. Are the 2 trailers/mobile facilities, on the rear of the property, owned by Fulton County Animal Control or Southern Hope?
- A. The trailers are leased by Southern Hope. They pay a monthly lease of approximately \$600.00/month for the 2 trailers.
- Q. Is a copy of last year's bid/actual expenses available to review?
- A. A copy of the contract for Animal Control Services is attached as Attachment 2. The total compensation for the contract per year is \$2,439,100.00 and the County pays the Contractor a monthly installment of \$182,425.00. The Contractor provides a Monthly Report with each invoice that describes the work for which it seeks payment, personnel expenses and fees collected. Monthly Reports were provided in Addendum 2.

Additional Contractor Performance Reports are provided for the current Contractor as Attachment 3.

ACKNOWLEDGEMENT OF ADDENDUM NO. 2

The undersigned proposer acknowledges receipt of this addendum by returning one (1) copy of this form with the proposal package to the Department of Purchasing & Contract Compliance, Fulton County Public Safety Building, 130 Peachtree Street, Suite 1168, Atlanta, Georgia 30303-3459 by the RFP due date and time **December 17, 2007, 11:00 A.M.**

This is to acknowledge receipt of Addendum No. 2, \_\_\_\_\_ day of \_\_\_\_\_, 2007.

\_\_\_\_\_  
Legal Name of Bidder

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Title

***Attachment 1***  
***Asset Inventory***

**Asset Inventory**  
**Animal Control 12/12/2007**

Location Code	Room Number	Property Number	Description	Serial Number/VIN
B805012	RBARN	382270	SAMSUNG CAMERA	
B805012	RBARN	382271	SAMSUNG CAMERA	
B805012	RYARD	354508	1996 FORD F-250	1FTHF25H6TLA75980
B805012	RYARD	354511	1996 FORD F-250	1FTHF25H7TEA53023
B805012	RYARD	354512	1996 FORD F-250	1FTHF25H6TEA53062
B805012	RYARD	354516	1998 VHEVROLET C-2500	1GBFC24R3WE217665
B805012	RYARD	354518	1999 CHEVROLET CC 2903	1GBEGC24R1XR722257
B805012	RYARD	354520	1999 CHEVROLET CC 2903	1GBGC24R8XR721980
B805012	RYARD	354522	2000 CHEVROLET FLEETSIDE	1GBGC24R0YF483092
B805012	RYARD	354524	200 CHEVROLET EXPRESS VAN	1GCGG25R921201387
B805012	RYARD	354525	2002 CHEVROLET EXPRESS VA	1GCGG25R821204202
B805012	RYARD	354526	HORSE TRAILER	11WDH1025JW151143
B805012	RYARD	366561	2006 FORD F-250 PICK UP	1FTNF20516EA60442
B805012	RYARD	366562	2006 FORD F-250 PICK UP	1FTNF20536EA60443
B805012	RYARD	366582	STORAGE BUILDING	
B805012	RYARD	366583	STORAGE BUILDING	
B805012	RYARD	366584	STORAGE BUILDING	
B805012	RYARD	366585	STORAGE BUILDING	
B805012	RYARD	382254	SAMSUNG CAMERA	
B805012	RYARD	382255	SAMSUNG CAMERA	
B805012	RYARD	382256	SAMSUNG CAMERA	
B805012	RYARD	382257	SAMSUNG CAMERA	
B805012	RYARD	382262	SAMSUNG CAMERA	
B805012	RYARD	382263	SAMSUNG CAMERA	
B805012	RYARD	382264	SAMSUNG CAMERA	
B805012	RYARD	382275	2007 CHEVROLET CARGO VAN	1GCGG25V471129289
B805012	RYARD	382276	2007 CHEVROLET CARGO VAN	1GCGG25V771129934
B805012	RYARD	382277	2007 GMC 2500 PICK UP	1GTHC24K87E536614
B805012	R110	358315	MOTOROLA COMMAND SERVER	
B805012	R110	382186	MOTOROLA SYNTOR RADIO	
B805012	R110	382187	DELL PCU	2JTPP41
B805012	R110	382188	DELL PCU	6JTPP41
B805012	R110	382189	PANASONIC KXFL511 FAX	
B805012	R110	382190	H/P LASERJET 1022	
B805012	R110	382191	IBM PCU	KLXXC8A
B805012	R110	382192	SAMSUNG CAMERA	
B805012	R110	382193	MOTOROLA RADIO	
B805012	R110	382216	JACKSON SCANNER	
B805012	R110	382265	IBM CAMERA MONITOR	
B805012	R110	382267	POWER UNIT	
B805012	R110	382268	CISCO 2621XM SYSTEM	
B805012	R110	382269	CISCO CATALYST 3550 SYS.	
B805012	R110	382272	TRANSPORTABLE TEMP. SYS.	
B805012	R111	358333	IBM PCU	KLLLR7Z
B805012	R111	382196	MOTOROLA RADIO	
B805012	R112	382195	EPSON PRINTER	
B805012	R113	358369	LATERAL FILE CABINET	
B805012	R113	382194	H/P SCANJET 5550C	
B805012	R113	382206	DAN-IN-JECT 1730 RIFLE	

**Asset Inventory**  
**Animal Control 12/12/2007**

<b>Location Code</b>	<b>Room Number</b>	<b>Property Number</b>	<b>Description</b>	<b>Serial Number/VIN</b>
B805012	R115	382201	BANK OF CAGES (9)	
B805012	R115	382202	BANK OF CAGES (9)	
B805012	R115	382203	BANK OF CAGES (5)	
B805012	R115	382204	BANK OF CAGES (5)	
B805012	R115	382205	BANK OF CAGES (9)	
B805012	R115	382210	BANKS OF CAGES (5)	
B805012	R115	382211	BANKS OF CAGES (5)	
B805012	R115	382212	BANKS OF CAGES (5)	
B805012	R115	382213	BANKS OF CAGES (5)	
B805012	R115	382258	SAMSUNG CAMERA	
B805012	R115	382259	SAMSUNG CAMERA	
B805012	R115	382260	SAMSUNG CAMERA	
B805012	R115	382261	SAMSUNG CAMERA	
B805012	R116	382214	DECTOR SCALE	
B805012	R116	382215	BALLY FREZZER	
B805012	R116	382217	G.E. WASHER	
B805012	R116	382218	KENMORE DRYER	
B805012	R116	382219	EDEMCO DOGWASH	
B805012	R116	382220	KENMORE DISHWASHER	
B805012	R116	382221	KENMORE DISHWASHER	
B805012	R116	382222	KENMORE DISHWASHER	
B805012	R116	382223	BANKS OF CAGES (5)	
B805012	R116	382224	BANKS OF CAGES (5)	
B805012	R116	382225	BANKS OF CAGES (5)	
B805012	R116	382227	DELL PCU	
B805012	R117	382199	SAMSUNG CAMERA	
B805012	R117	382200	JVC MONITOR	
B805012	R118	382197	IBM PCU	
B805012	R118	382198	DELL PCU	
B805012	R118	382207	POLAROID TV/VCR/DVD	
B805012	R118	382208	KODAK EASY SHARE CAMERA	KCKCK40401528
B805012	R121	366563	LINE MASTER TABLE	
B805012	R121	366565	PULSAR METER	
B805012	R121	366567	ANESTHESIA MACHINE	
B805012	R121	366568	SURGICAL STAND	
B805012	R121	366569	DELL PCU	CHTPP41
B805012	R121	366570	EDSON PRINTER	
B805012	R121	366571	DESK	
B805012	R121	366572	MICROSCOPE	
B805012	R121	366574	SRUGICAL TABLE	
B805012	R121	366575	REFRIGERATOR HOTPOINT	
B805012	R121	366576	DRUG LOCK BOX	
B805012	R121	366578	BANK OF CAGES (10)	
B805012	R121	366579	BANK OF CAGES (11)	
B805012	R122	366581	H/P PHOTOSMART 7660	
B805012	R23	282244	LEATHER SIDE CHAIR	
B805012	R23	382228	LEATHER SOFA	
B805012	R23	382229	LEATHER END CHAIR	
B805012	R23	382230	LEATHER END CHAIR	

**Asset Inventory  
Animal Control 12/12/2007**

<b>Location Code</b>	<b>Room Number</b>	<b>Property Number</b>	<b>Description</b>	<b>Serial Number/VIN</b>
B805012	R23	382231	LEATHER SOFA CHEST	
B805012	R23	382232	BANKS OF CAGES (6)	
B805012	R23	382233	H/P FLAT SCREEN MONITOR	CNP529X36D
B805012	R23	382234	LEATHER ARM CHAIR	
B805012	R23	382235	LEATHER ARMCHAIR	
B805012	R23	382236	DELL PCU	85XJM91
B805012	R23	382237	H/P DESKJET 3845	
B805012	R23	382238	BANKS OF CAGES (8)	
B805012	R23	382239	HUNTER AIR FAN	
B805012	R23	382240	H/P OFFICEJET-7410	
B805012	R23	382241	H/P FLATSCREEN MONITOR	CNP529X3ML
B805012	R23	382242	H/P PCU	G4XJM91
B805012	R23	382243	DESK	
B805012	R23	382245	LATERAL FILE CABINET	
B805012	R23	382246	IMARC ENGRAVING SYSTEM	
B805012	R23	382247	G.E. SPACEMAKER LAUNDRY	
B805012	R23	382248	G.E. PROFILE DISHWASHER	
B805012	R23	382249	DOGWASHER BIN	
B805012	R23	382250	STORAGE LOCKER	
B805012	R23	382251	MAGIC CHEF REFRIGERATOR	
B805012	R23	382252	FILE CABINET	
B805012	R23	382253	HUNTER AIR FAN	
B80502R	121	366564	VSSI SCALE	
B882014	RWAREHOU	69849	CHAIR SWL W/ARMS MTL	N K26
B882014	RWAREHOU	97544	TERMINAL IBM 3278	406
B882014	RWHAREHOU	288554	TABLE	

***Attachment 2***

***Contract for Animal Control  
Services***

FULTON COUNTY ANIMAL CONTROL CONTRACT

800 9 2 90A

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**Appendix A: Contractor's Proposal**

**Appendix B: Request for Proposal (RFP)**

**Appendix C – Modification to the RFP between Southern Hope Society and Fulton County**

**FULTON COUNTY  
CONTRACT FOR ANIMAL CONTROL SERVICES**

In consideration of the mutual consideration herein, FULTON COUNTY and SOUTHERN HOPE HUMANE SOCIETY, INC. agree as follows. This contract consists of:

**Section 1. Definitions.**

In this contract:

- A. "Administrator" means the Deputy Director of the Department of the Environment and Community Development or his/her designee.
- B. "Fulton County" is the receiver of Animal Control Services
- C. "Contractor" means the service provider of animal control services

**Section 2. Scope of Services.**

A. The Contractor shall perform Animal Control Services as described in the contractor's proposal attached to this contract as Appendix A and incorporated into this agreement. The Contractor shall provide services in accordance with the requirements of Request for Proposal (RFP: 03RFP0001B) attached to this contract as Appendix B and incorporated into this agreement, subject to the Contractor's modifications attached to this contract as Appendix C and incorporated into this agreement.

B. Fulton County shall not allow any claim for services other than those described in this section. However, the Contractor may provide, at its own expense, any other services that are consistent with this contract.

**C. Deliverable Documents.**

1. Policy and Procedure. Within 60 days of commencement of this contract, the contractor shall deliver six (6) copies of a comprehensive policy and procedure operating manual for the Animal Control Program, to the County, for the County's approval and use. The contractor will maintain a system to record and implement revisions to such policies and procedures, will obtain County approval prior to distribution, and will distribute any and all approved revisions to the County within 5 working days of implementation. Any subsequently developed policies/revisions to policies shall be delivered to the County within 5 working days of implementation. Until comprehensive policies and procedures are approved, the contractor shall operate in compliance with previously approved policies and procedures. All animal control policies and procedures developed by the contractor shall be the property of the Fulton County.

2. Monthly Reports. The contractor will deliver to the County on a monthly basis accurate and timely reports, which provide information and statistics regarding animal control performance. Details of report requirements are specified in Section 12, subparagraph D.

3. Property Reports. The contractor will deliver to the County on a monthly basis an inventory report detailing current animal control supplies and equipment. Copies of receipts for equipment costs greater than \$500.00 shall be provided with the report. The receipts will include the funding source (County funds or private funds) used to acquire the equipment.

4. All records in the possession of the contractor related to the performance of this contract are subject to the Georgia Open Records Act. The Contractor shall assist the County in responding to Open Records Requests.

### Section 3. Time for Performance.

A. This contract becomes effective when signed on behalf of Fulton County.

B. The Contractor shall commence performance of the work described in Section 2 on July 1, 2003 and complete that performance on June 30, 2004

C. Funding is contingent upon the availability of funds for animal control services as authorized by the Fulton County Board of Commissioners.

D. Upon mutual consent of the parties, and upon approval by the Fulton County Commission, the agreement may be annually renewed upon the same terms and conditions for up to four additional one year periods. For exercise of annual options or the party requesting to exercise said option shall give the other party, 90 days prior to the end of any performance period, written notice of intent to exercise an option.

### Section 4. Compensation, Method of Payment.

A. Total compensation for the initial performance period (July 1, 2003 through June 30, 2004) shall not exceed \$2,439,100 which includes \$250,000 referenced in paragraph "C" below.

B. For the initial performance period, Fulton County shall pay the Contractor \$182,425 within thirty (30) days of commencement of work. The remaining compensation shall be paid in equal monthly installments on or before the 10<sup>th</sup> day of each month after completion of each month's service.

C. The \$250,000 allocated in the original contract amount will be released and utilized pending the acceptance of a proposal from the Contractor for an adoption facility/operation or other related purpose approved by the contract administrator.

D. After completion of each month's services, the Contractor shall present an invoice to the Administrator describing the work for which it seeks payment and documenting expenses and fees to the satisfaction of the Administrator. If any payment is withheld because the Contractor's performance is unsatisfactory, the Administrator must, within 10 days of the payment denial, notify the Contractor of the payment denial and set forth, with reasonable specificity, what was unsatisfactory and why.

E. The Contractor is not entitled to any compensation under this contract, other than that which is expressly provided for in this section.

F. Compensation for additional performance periods shall be negotiated prior to renewal, subject to funding by the Board of Commissioners.

G. Donations from the public to the Contractor or grants received by the Contractor, specifically intended for the Contractor, exclusive from animal control activities, will remain with the Contractor. Donations from the public or grants received by the Contractor based on Animal Control operations, activities or data/statistics and received for the use and benefit of the Fulton County Animal Control shelter/services must remain the property of Fulton County.

### Section 5. Termination of the Contractor's Services.

The Contractor's services may be terminated:

A. By mutual consent of the parties expressed in writing.

B. For the convenience of Fulton County, provided that Fulton County notifies the Contractor in writing of its intent to terminate under this paragraph at least sixty (60) days prior to the effective date of the termination.

C. For cause, by either party where the other party fails in any material way to perform its obligations under this contract. Termination under this subsection is subject to the condition that the terminating party notifies the other party of its intent to terminate, stating with reasonable specificity the grounds therefore, and the other party fails to cure the default within sixty (60) days after receiving the notice.

#### Section 6. Duties Upon Termination.

A. If Fulton County terminates the Contractor's services for convenience, Fulton County shall pay the Contractor for its actual costs for work satisfactory performed before termination plus any damages suffered by Contractor as a direct result of Fulton County's termination for convenience. Payment under this subsection shall never exceed the total compensation allowable under Section 4. All finished and unfinished documents and materials prepared by the Contractor in accordance with contract services shall become the property of Fulton County.

B. If the Contractor's services are terminated for cause by Fulton County, Fulton County shall pay the Contractor the reasonable value of the services satisfactorily rendered prior to termination. The reasonable value of the services rendered shall not exceed the contract rate for such services.

C. If the Contractor's services are terminated for cause by the Contractor, Fulton County shall pay the Contractor the reasonable value of the services satisfactorily rendered prior to termination. The reasonable value of the services rendered shall not exceed the contract rate for such services.

D. Equipment and supplies purchased by the Contractor with contract funds shall be the sole property of Fulton County and will be marked and inventoried as such, with a copy of the inventory forwarded to Fulton County. All finished and unfinished documents and materials prepared by the Contractor in accordance with contract services shall become the property of Fulton County.

#### Section 7. Insurance.

A. The Contractor shall maintain in good standing the insurance described in subsection B of this section. Before rendering any services under this contract, the Contractor shall furnish the Administrator with proof of insurance in accordance with subsection B of this section in a form acceptable to the Fulton County Risk Manager.

B. The Contractor shall provide insurance as specified in the RFP as referenced by appendix B.

The Contractor will submit proof of insurance in a form acceptable to the Fulton County Risk Manager. Each policy of insurance required by this section shall provide for no less than thirty (30) days advance notice to Fulton County prior to cancellation. Fulton County shall be named as an additional insured for purposes of this contract on all liability policies.

#### Section 8. Assignments.

This contract is not assignable without the consent of Fulton County. Any assignment by the Contractor of its interest in any part of this contract or any delegation of duties under this contract without the consent of Fulton County shall be void, and an attempt by the Contractor to assign any part of its interest or delegate duties under this contract shall give Fulton County the right immediately to terminate this contract without any liability for work performed.

**Section 9. Ownership: Publication, Reproduction and Use of Material.**

A. Except as otherwise provided herein, all data, documents and materials produced by the Contractor under this contract shall be the property of Fulton County. Any documents or materials produced by the Contractor at the Contractor's expense without payment or reimbursement from Fulton County shall remain the property of the Contractor.

**Section 10. Notices.**

Any notice required pertaining to the subject matter of this contract shall be mailed by prepaid first class registered or certified mail, return receipt requested to the following addresses:

Fulton County:           Fulton County  
                                  Department of the Environment and Community Development  
                                  Director  
                                  141 Pryor Street Suite 5001  
                                  Atlanta, Georgia 30303

Contractor:             Southern Hope Humane Society, Inc  
                                  4471 Fairfax Place  
                                  Powder Springs, Georgia 30127  
                                  Stacey Hall: President

Notices are effective upon receipt by the parties

**Section 11. Subcontracts.**

The Contractor may enter into subcontracts for the purchase of goods and services necessary for the performance of this contract, provided:

- A. Every subcontract, shall be reduced to writing and contain a precise description of the services or goods to be provided and the nature of the consideration paid therefore.
- B. Every subcontract, for the provision of services shall be subject to review and approval by the Administrator.
- C. Every subcontract, in an amount exceeding \$5,000.00, shall require and grant Fulton County access to business and transaction records of the sub-contractor relating to the purchase of goods or services pursuant to the subcontract.

**Section 12. Performance Standards.**

The contractor shall comply with and maintain data on the performance standards listed in this section, in a format acceptable to the Administrator.

**A. Work hours performed:** The contractor shall provide enforcement work hours per week by qualified personnel (dispatch, animal control officer, enforcement supervisor, etc.) as specified in the RFP referenced as appendix "B" of this contract and the contractor shall provide a minimum of non-enforcement work hours per week by qualified personnel (excludes volunteers) as specified in the contractor's modifications as referenced as appendix "C" of this contract.

**B. The contractor will be responsible for issuing and maintaining a database of licensed animals within the County.**

**C. Timely response to Contractor Service Complaints:** Contractor service complaints are complaints received either directly by the Contractor, or complaints received by the County regarding contractor services that are referred, by the Administrator, back to the contractor to address and resolve. Excluded from contractor service complaints are normal requests for service, normal requests for information, and legal issues subject to hearing or appeal. Complaints shall be classified as complaints if they are documented on appropriate forms provided by the County for such purpose. The Contractor shall make such forms available to the general public. The Contractor will be required to respond in accordance with policies established by the Fulton County Department of Environment and Community Development as augmented by Contractor internal policies. Fulton County Department of Environment and Community Development policies and procedures for complaints will specify, as a minimum, the time period and method required for response. In responding to complaints, the contractor will provide written information to the Administrator regarding how and when any individual complaint was resolved. The intent of this provision is for the contractor to resolve complaints quickly and at the lowest level possible between members of the public and animal control.

**D. Submission of timely and accurate required reports:** In accordance with the format required by the Administrator, the contractor shall provide monthly, including year-to-date, reports of the numbers and characteristics for the items listed below. Monthly reports shall be up to date, complete, and statistically accurate (to include accurate carry-forward on year to date numbers). Monthly reports shall be due to Fulton County by the 15th day after the end of the month for each of the following categories of contract performance information:

1. Requests for service;
  - a. Requesting agency
  - b. Response times to requesting agency
2. Bites;
  - a. Breed of animal
  - b. Seriousness of the bite
  - c. Treatment
  - d. Investigation
3. Classified animals handled, by level;
4. Animals taken in by category (dog, cat, live, etc.)
5. Licenses issued (facility, animal license, duplicates, vendor licenses);
6. Rabies certificates collected, by category (dog, cat, other);
7. Fees by category, refunds of spay/neuter and rabies deposits;

8. Patrol miles driven;
9. Personnel employed;
  - a. Monthly staffing numbers by position
  - b. Work hours performed by position
  - c. Staff turnover statistics
10. Notices of Violation issued, by code violation, and recital of court action;
11. Volunteer hours worked and summary of activities;
12. Staff training completed;
13. Public education statistics, and summary of activities;
14. Disposition and location of animals by category and animal species;
15. Returned adoptions.
16. Number of animal identification implants performed
17. Number of implants found
  - a. Serial number of implant
  - b. Location of implant
  - c. Owner notification documentation
18. Cruelty Investigations
  - a. Number of cases
  - b. Type of animal
  - c. Status of investigation
  - d. Any other relevant information
19. Number and breed of animals released to rescue organizations
  - a. Name of rescue organization receiving animal
  - b. Address of rescue organization receiving animal
20. The contractor will render all assistance necessary to maintain and produce, at the request of the Administrator, supplemental reports depicting information including but not limited to:
  - a. Total number of licensed pets delineated by municipality or unincorporated area
  - b. Total number of calls received for animal control services delineated by municipality or unincorporated area
  - c. Breakout of calls by municipality or unincorporated area
  - d. Breakout of calls by type of call ( rabid animal, vicious dog, stray animal, etc)
  - e. Breakout of type of call by municipality or unincorporated area
  - f. Estimated cost per call (to be calculated as determined by the administrator)

E. Timely response to requests for service: Animal Control Officers will be dispatched so as to handle requests for service in a timely manner. Response to service requests shall be in the following priority: (1) Fulton County Police Department, Fulton County Fire Department, Fulton County Sheriff, Fulton County Marshal, other municipalities within Fulton County, Georgia State Troopers emergency calls; (2) dog bites or animal attacks; (3) injured animals; (4) rabies quarantine violations; (5) cruelty to animals; (6) animals in custody; (7) loose animals; and (8) animal welfare checks.

F. All animals received by the animal control contractor will be scanned for implanted microchips

G. Subject to the exceptions specified in this paragraph, all domestic animals received by the animal control contractor under this contract, will be held a minimum of seven calendar days at the Marietta Boulevard facility or other facility designated by the contractor with the approval of the Administrator. The contractor will use sufficient resources to identify and notify the owners of the animal scheduled for euthanasia. Feral or vicious animals may be subject to euthanasia after a three-day period. Animals suffering from injury or illness may be euthanized during the holding period if a veterinarian determines euthanasia is medically necessary due to the animal's suffering. Entire litters of puppies or kittens received by contractor may be offered for adoption after a three-day holding period.

H. The Animal Control Contractor will cooperate with properly identified rescue groups.

I. The Animal Control Contractor will establish and maintain a viable volunteer program within the Fulton County animal control operation.

J. The Animal Control Contractor will conduct an adoption program at the Marietta boulevard facility and other satellite locations approved by Administrator. The adoption program will be publicized through the use of the local media including the dedicated use of a web site.

K. The adoption center at the Marietta Boulevard facility will be open to the public as specified in the RFP as referenced as appendix "B" of this contract and with regards to the RFP as referenced by appendix "B" and the contractor's modifications as referenced in appendix "C".

### Section 13. Contractor Transition.

In the event a successor is designated by Fulton County, the contractor agrees to provide the successor access to the center, personnel, operating systems (radio, telephone, computer), all written and electronic operating procedures, records and work in progress in order to facilitate transition of the successor and promote the objective of non-interrupted service to the public. This access will be at mutually agreeable times and take into consideration the needs of the incumbent contractor for non-interference with their ongoing operation, and such access shall only occur within the last 30 days of the incumbent's contract. Equipment and supplies purchased by the contractor with contract funds shall be the sole property of Fulton County, and Fulton County may exercise the right to take possession of such supplies and equipment, sell them to the incumbent, turn them over to a successor, or otherwise dispose of such property.

Section 14. Communication With Individuals With Disabilities. The contractor will develop and employ written procedures to accommodate members of the public with hearing impairment. Such procedures must include arrangement for sign interpreters and access to TTY/TTD service.

### Section 15. Relationship of Parties.

The Contractor shall perform its obligations hereunder as an independent contractor of Fulton County. Fulton County may administer the contract and monitor the Contractor's compliance with its obligations hereunder.

**Section 16. Nondiscrimination.**

- A: The Contractor will not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, age, sex, marital status, or who is a "qualified individual with a disability" (as that phrase is defined in the Americans With Disabilities Act of 1990). The Contractor will take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to their race, color, religion, or mental or physical impairment/disability. Such action shall include, without limitation, employment, upgrading, demotion, transfer, recruitment or recruiting advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training including apprenticeship. The Contractor agrees to post, in conspicuous places available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
- B. The Contractor shall state, in all solicitations or advertisements for employees to work on contract jobs, that all qualified applicants will receive equal consideration for employment without regard to race, color, religion, national origin, ancestry, age, sex, marital status, or mental or physical impairment/disability.
- C. The Contractor shall comply with any and all reporting requirements that may apply to it which the Fulton County Office of Equal Employment Opportunity and Department of Contract Compliance may establish by regulation.
- D. The Contractor shall include the provisions of subsections A through C of this section in every subcontract or purchase order under this contract, so as to be binding upon every such subcontractor or vendor of the Contractor under this contract.

**Section 17. Permits, Laws and Taxes.**

The Contractor shall acquire and maintain in good standing all permits, licenses and other entitlements necessary to its performance under this contract. All actions taken by the Contractor under this contract shall comply with all applicable statutes, ordinances, rules and regulations. The Contractor shall pay all taxes pertaining to its performance under this contract.

**Section 18. Non-waiver.**

The failure of either party at any time to enforce a provision of this contract shall in no way constitute a waiver of the provision, nor in any way affect the validity of this contract or any part hereof, or the right of such party thereafter to enforce each and every provision hereof.

**Section 19. Amendment.**

A. This contract shall only be amended, modified or changed in writing, executed by authorized representatives of the parties, with the same formality as this contract was executed.

B. For the purposes of any amendment, modification or change to the terms and conditions of this contract, the only authorized representatives of the parties are:

Contractor: Stacey Hall

Fulton County: The Director of the Environment and Community Development Department or his or her designee

## **Section 20. Jurisdiction; Choice of Law.**

Any civil action rising from this contract shall be brought in Courts sitting in Fulton County Georgia. The law(s) of the State of Georgia shall govern the rights and obligations of the parties under this contract.

## **Section 21. Severability.**

Any provision of this contract decreed invalid by a court of competent jurisdiction shall not invalidate the remaining provisions of the contract.

## **Section 22. Integration.**

This instrument and all appendices and amendments hereto embody the entire agreement of the parties. There are no promises, terms, conditions or obligations other than those contained herein; and this contract shall supersede all previous communications, representations or agreements, either oral or written, between the parties hereto. In case of conflict or discrepancies among the contract documents: the contract; Appendix "C" of this contract; Appendix A, the contractor's proposal; then Appendix B, the Request for Proposal will take precedence in that order.

## **Section 23. Liability.**

A. The Contractor shall indemnify, defend, save, and hold Fulton County harmless from any claims, lawsuits or liability, including reasonable attorneys' fees and costs, arising from any wrongful or negligent act, error or omission of the Contractor or any subcontractor as a result of the Contractor's or any subcontractor's performance pursuant to this contract.

B. The Contractor shall not indemnify, defend, save and hold Fulton County harmless from claims, lawsuits, or liability, or attorneys' fees and costs arising from wrongful or negligent acts, error or omission solely of Fulton County occurring during the course of or as a result of the performance of this contract.

C. Where claims, lawsuits or liability, including attorneys' fees and costs arise from wrongful or negligent act of both Fulton County and the Contractor, the Contractor shall indemnify, defend, save, and hold Fulton County harmless from only that portion of claims, lawsuits or liability, including attorneys' fees and costs, which result from the Contractor's or any subcontractor's wrongful or negligent acts occurring as a result of the Contractor's performance pursuant to this contract.

D. The Contractor shall not be required to defend or indemnify the County for claims or suits solely challenging the constitutionality of a County / Municipal Ordinance, Law or State Statute.

## **Section 24. Inspection and Retention of Records.**

The Contractor shall, at any time during normal business hours and as often as Fulton County may deem necessary, make available to Fulton County, for examination, all of its records with respect to all matters covered by this contract for a period ending three (3) years after the date the Contractor is to complete performance in accordance with Section 2. Upon request, and within a reasonable time, the Contractor shall submit such other information and reports relating to its activities under this contract, to Fulton County, in such form and at such times as Fulton County may reasonably require. The Contractor shall permit Fulton County to audit, examine and make copies of such records, and to make audits of all invoices, materials, payrolls, records of personnel, financial statements, and other data relating to all matters covered by this

contract. Fulton County may, at its option, permit the Contractor to submit its records to Fulton County in lieu of the retention requirements of this section.

**Section 25. Right of Entry.**

The Administrator, without advance notice, shall have the right to enter the Animal Control Center at any time in order to inspect the facility's condition or observe the contractor's performance.

**Section 26. Fees**

The amount and type of all fees charged to the public for animal control services by the contractor will be set on an annual basis by the Administrator. All fees collected by the contractor in the performance of animal control activities within Fulton County will be subject to a quarterly audit by the Administrator. The contractor will provide all documentation requested by the Administrator to facilitate the audit process.

**Section 27. Availability of Funds.**

Payments under this contract require funds for animal control services from future appropriations. If sufficient funds are not appropriated for payments required under this contract and funds for animal control services are not appropriated, this contract shall terminate without penalty to Fulton County and Fulton County shall not be obligated to make payments under this contract beyond those which have previously been appropriated except for services rendered and accepted by Fulton County under the terms of this agreement.

IN WITNESS WHEREOF, the undersigned has hereunto affixed its hand and seal this the 29<sup>th</sup> day of August, 2003.

Signed, sealed and delivered this 29<sup>th</sup> day of August, 2003  
In the presence of:

Kephia Blann Awat  
witness

Brenda V. Harris  
Notary Public

(Notary Seal)

Mark Massey  
Mark Massey  
Clerk to the Commission

Fulton County, a political subdivision of the State of Georgia  
William "Bill" Edwards  
By: William "Bill" Edwards, Vice Chairman  
Fulton County Board of Commissioners

By: Stacey Hall  
Stacey Hall  
President, Southern Hope Humane Society, INC

APPROVED AS TO FORM

This 26<sup>th</sup> day of August, 2003

[Signature]  
County Attorney

***Attachment 3***

***Contractor Performance  
Reports***



FULTON COUNTY  
CONTRACTOR PERFORMANCE REPORT FOR PROFESSIONAL SERVICES

- 1. Report Period: from 10/1/2006 to 12/31/2006 2. Contract Period: from 1/1/2006 to 6/30/2007
- 3. Bid# &/or P.O. #: 06SC51600B-CC 4. Vendor Name: Southern Hope Humane Society (SHHS)
- 5. Department: Police 6. P.O. Description (Service Deliverables): Animal Services

**NUMERIC RATINGS**  
 0 - Unsatisfactory Performance - Achieves contract requirements less than 50% of the time; not responsive, effective and/or efficient; unacceptable delay; incompetence, high degree of customer dissatisfaction.  
 1 - Poor Performance - Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.  
 2 - Satisfactory Performance - Achieves contract requirements 80% of the time; generally responsive, effective and/or efficient; delays are excusable and/or results in minor program adjustments; employees are capable and satisfactorily providing service without intervention, customers indicate satisfaction.  
 3 - Good Performance - Achieves contract requirements 90% of the time. Usually responsive, effective and/or efficient; delays have no impact on program/mission. Key employees are highly competent and seldom require guidance; customers are highly satisfied.  
 4 - Excellent Performance - Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective, no delays; key employees are experts and require minimal direction, customers expectations are exceeded.

CATEGORY	RATING	COMMENTS
1. Quality of Services - Adhered to Work Plan - Technical Requirements Met - Reports/Administration Prompt - Personnel Assigned as Identified	0 1 2 3 ①	CONTINUING TO PROVIDE EXCELLENT SERVICE AND MET OR EXCEEDED ALL REPORTING REQUIREMENTS
*2. Timeliness of Performance - Milestones Met as Scheduled - Displayed Reliability - On Time Completion/No Delays - Efficient Use of Manpower and Resources	0 1 2 ① 4	MEETS OR EXCEEDS REQUIREMENTS. VERY FEW COMPLAINTS FROM CITIZENS.
3. Business Relations - Responsive to Inquiries - Prompt Problem Notification	0 1 2 3 ①	VERY RESPONSIVE TO INQUIRIES, EXCELLENT IN BOTH CATEGORIES
4. Customer Satisfaction - Scope of Services Delivered - Met User Quality Requirements - Met all Industry Standards - Within Budget/Cost Estimate - Proper Invoicing	0 1 2 ① 4	VERY SATISFIED.

<b>5. Contractors Key Personnel</b> - Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed	0 1 2 3 4	VERY SATISFIED.
<b>AVERAGE SCORE</b>	3.4	

\* Report actual response times compared to contract response times (e.g., ambulance response time, technical support response time, delivery time for goods, software update timing).

Would you select/recommend this vendor again? YES

GARY D. STILES  
Ratings completed by (print name)

[Signature]  
Ratings completed by signature

1-18-07  
Date

George M. Coleman  
Department Head (print name)

[Signature]  
Department Head Signature

1-18-07  
Date

Stacey L. Hall  
Vendor Representative (print name)

Stacey L. Hall  
Vendor Representative Signature

1/26/07  
Date

Comments, corrective actions etc.:

THIS VENDOR MEETS OR EXCEEDS REQUIREMENTS AND EXPECTATIONS IN ALL AREAS.  
 THE DIRECTOR, SUSAN FENIGOLD, IS EXTREMELY IMPRESSIVE IN THIS FIELD AND IS DEDICATED TO PROVIDING THE HIGHEST LEVEL OF SERVICE POSSIBLE.

[Signature]



**FULTON COUNTY  
CONTRACTOR PERFORMANCE REPORT FOR PROFESSIONAL SERVICES**

1. Report Period: from 10/1/2005 to 12/31/2005 2. Contract Period: from 7/1/2005 to 6/30/2006  
 3. Bid# &/or P.O. #: 05ITB40617-CL-2 4. Vendor Name: Southern Hope Humane Society (SHHS)  
 5. Department: Police 6. P.O. Description (Service Deliverables): Animal Services

**NUMERIC RATINGS**  
 0 = Unsatisfactory Performance - Achieves contract requirements less than 50% of the time; not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.  
 1 = Poor Performance - Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.  
 2 = Satisfactory Performance - Achieves contract requirements 80% of the time; generally responsive, effective and/or efficient; delays are excusable and/or results in minor program adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.  
 3 = Good Performance - Achieves contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have no impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied  
 4 = Excellent Performance - Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal direction; customers expectations are exceeded.

CATEGORY	RATING	COMMENTS
1. Quality of Services - Adhered to Work Plan - Technical Requirements Met - Reports/Administration Prompt - Personnel Assigned as Identified	0 1 2 3 ④	QUALITY OF SERVICE HAS BEEN EXCELLENT. REPORTS ETC. ON TIME.
*2. Timeliness of Performance - Milestones Met as Scheduled - Displayed Reliability - On Time Completion/No Delays - Efficient Use of Manpower and Resources	0 1 2 ③ 4	VERY SATISFIED WITH TIMELINESS OF PERFORMANCE.
3. Business Relations - Responsive to Inquiries - Prompt Problem Notification	0 1 2 3 ④	VERY RESPONSIVE TO INQUIRIES.
4. Customer Satisfaction - Scope of Services Delivered - Met User Quality Requirements - Met all Industry Standards - Within Budget/Cost Estimate - Proper Invoicing	0 1 2 ③ 4	STAYS WITHIN BUDGET AND MEETS INDUSTRY STANDARDS. INVOICE ARE ON TIME.

Opt-Out: \*

Opt-Out: Not Defined

<b>5. Contractors Key Personnel</b> - Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed	0 1 2 3 4	VERY SATISFIED WITH MAINTENANCE AND NEW AVAILABILITY.
<b>AVERAGE SCORE</b>	3.2	ADD ABOVE RATINGS/DIVIDE TOTAL BY NUMBER OF AREAS BEING RATED

\* Report actual response times compared to contract response times (e.g., ambulance response time, technical support response time, delivery time for goods, software update timing).

Would you select/recommend this vendor again?

YES

GARY D. STILES  
 Ratings completed by (print name)

[Signature]  
 Ratings completed by signature

01-03-06  
 Date

George M. Coleman  
 Department Head (print name)

[Signature]  
 Department Head Signature

1-4-06  
 Date

[Signature]  
 Vendor Representative (print name)

[Signature]  
 Vendor Representative Signature

1-4-06  
 Date

Comments, corrective actions etc.:



FULTON COUNTY  
 CONTRACTOR PERFORMANCE REPORT FOR PROFESSIONAL SERVICES

1. Report Period: from 10/1/2003 to 12/31/2003 2. Contract Period: from 7/1/2003 to 6/30/2004  
 3. Bid# &/or P.O. #: 03SC0001452 4. Vendor Name: Southern Hope Humane Society (SHHS)  
 5. Department: Police 6. P.O. Description (Service Deliverables): Animal Control Services

NUMERIC RATINGS

0 = Unsatisfactory Performance - Achieves contract requirements less than 50% of the time; not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.  
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 4 = Excellent Performance - Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal direction; customers expectations are exceeded.

CATEGORY	RATING	COMMENTS
1. Quality of Services - Adhered to Work Plan - Technical Requirements Met - Reports/Administration Prompt - Personnel Assigned as Identified	0 1 2 3 ④	Reports are submitted on time as scheduled.
*2. Timeliness of Performance - Milestones Met as Scheduled - Displayed Reliability - On Time Completion/No Delays - Efficient Use of Manpower and Resources	0 1 ② 3 4	Not enough phone lines. Delays in response. Since evaluation three more lines have been added, resulting in a reduction in complaints
3. Business Relations - Responsive to Inquiries - Prompt Problem Notification	0 1 2 ③ 4	Usually responds to inquiries or problems.
4. Customer Satisfaction - Scope of Services Delivered - Met User Quality Requirements - Met all Industry Standards - Within Budget/Cost Estimate - Proper Invoicing	0 1 2 ③ 4	SHHS usually meets requirements and standards.

Opt-Out: \*

Opt-Out: Not Defined

5. Contractors Key Personnel - Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed	0 1 2 3 ④	Key personnel are always available as needed. Highly motivated staff.
<b>AVERAGE SCORE</b>	<b>3.2</b>	<b>ADD ABOVE RATINGS/DIVIDE TOTAL BY NUMBER OF AREAS BEING RATED</b>

\* Report actual response times compared to contract response times (e.g., ambulance response time, technical support response time, delivery time for goods, software update timing).

Would you select/recommend this vendor again? YES

James A. McCarty  
 Ratings completed by (print name)

James A. McCarty  
 Ratings completed by signature

02-25-2007  
 Date

George M. Coleman  
 Department Head (print name)

George M. Coleman  
 Department Head Signature

02-23-07  
 Date

Harry Hall  
 Vendor Representative (print name)

Harry Hall  
 Vendor Representative Signature

2/26/07  
 Date

\* Vendor signature is optional

Comments, corrective actions etc.:

Opt-Out: \*

Opt-Out: Not Defined



**FULTON COUNTY  
CONTRACTOR PERFORMANCE REPORT FOR PROFESSIONAL SERVICES**

1. Report Period: from 10/1/2004 to 12/31/2004 2. Contract Period: from 7/1/2004 to 6/30/2005  
 3. Bid# &/or P.O. #: 03SC0001452 4. Vendor Name: Southern Hope Humane Society (SHHS)  
 5. Department: Police 6. P.O. Description (Service Deliverables): Animal Control  
Services

**NUMERIC RATINGS**  
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 4 = Excellent Performance - Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal direction; customers expectations are exceeded.

CATEGORY	RATING	COMMENTS
1. Quality of Services - Adhered to Work Plan - Technical Requirements Met - Reports/Administration Prompt - Personnel Assigned as Identified	0 1 2 3 ④	<i>QUALITY OF SERVICE HAS BEEN EXCEPTIONAL AND SUFFICIENT PERSONNEL HAS BEEN ASSIGNED TO HANDLE PROBLEMS</i>
*2. Timeliness of Performance - Milestones Met as Scheduled - Displayed Reliability - On Time Completion/No Delays - Efficient Use of Manpower and Resources	0 1 2 ③ 4	<i>MANPOWER APPEARS TO BE WELL USED TO MEET REQUIRED RESPONSIBILITIES</i>
3. Business Relations - Responsive to Inquiries - Prompt Problem Notification	0 1 2 ③	<i>NOTIFICATIONS ARE PROMPT, AND INQUIRIES ARE HANDLED QUICKLY</i>
4. Customer Satisfaction - Scope of Services Delivered - Met User Quality Requirements - Met all Industry Standards - Within Budget/Cost Estimate - Proper Invoicing	0 1 2 ③ 4	<i>SOME CUSTOMER COMPLAINTS, THOUGH NOT EXCESSIVE - SERVICE DELIVEREDS VERY GOOD</i>

Opt-Out: \*

Opt-Out: Not Defined

<b>5. Contractors Key Personnel</b> - Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed	0 1 2 3 ①	<i>VERY Good CREDENTIALS, SUPERVISION, AND MANAGEMENT</i>
<b>AVERAGE SCORE</b>	<b>3.4</b>	<b>ADD ABOVE RATINGS/DIVIDE TOTAL BY NUMBER OF AREAS BEING RATED</b>

\* Report actual response times compared to contract response times (e.g., ambulance response time, technical support response time, delivery time for goods, software update timing).

Would you select/recommend this vendor again? YES

James M. Carney  
Ratings completed by (print name)

[Signature]  
Ratings completed by signature

01-25-2005  
Date

George M. Coleman  
Department Head (print name)

[Signature]  
Department Head Signature

1-25-05  
Date

[Signature]  
Vendor Representative (print name)  
Sheryl L. Hall

[Signature]  
Vendor Representative Signature\*

2/11/05  
Date

\*Vendor signature is optional

Comments, corrective actions etc.:



FULTON COUNTY

FULTON COUNTY  
CONTRACTOR PERFORMANCE REPORT FOR PROFESSIONAL SERVICES

1. Report Period: from 10/1/2004 to 12/31/2004 2. Contract Period: from 7/1/2004 to 6/30/2005

3. Bid# &/or P.O. #: 03SC0001452

4. Vendor Name: Southern Hope Humane Society (SHHS)

5. Department: Police

6. P.O. Description (Service Deliverables): Animal Control

Services

**NUMERIC RATINGS**

0 = **Unsatisfactory Performance** – Achieves contract requirements less than 50% of the time; not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.

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3 = **Good Performance** – Achieves contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have no impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied

4 = **Excellent Performance** – Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal direction; customers expectations are exceeded.

CATEGORY	RATING	COMMENTS
<b>1. Quality of Services</b> - Adhered to Work Plan - Technical Requirements Met - Reports/Administration Prompt - Personnel Assigned as Identified	0 1 2 3 ④	QUALITY OF SERVICE HAS BEEN EXCEPTIONAL AND SUFFICIENT PERSONNEL HAS BEEN ASSIGNED TO HANDLE PROBLEMS
<b>*2. Timeliness of Performance</b> - Milestones Met as Scheduled - Displayed Reliability - On Time Completion/No Delays - Efficient Use of Manpower and Resources	0 1 2 ③ 4	MANPOWER APPEARS TO BE WELL USED TO MEET REQUIRED RESPONSIBILITIES
<b>3. Business Relations</b> - Responsive to Inquiries - Prompt Problem Notification	0 1 2 ③ 4	NOTIFICATIONS ARE PROMPT, AND INQUIRIES ARE HANDLED QUICKLY
<b>4. Customer Satisfaction</b> - Scope of Services Delivered - Met User Quality Requirements - Met all Industry Standards - Within Budget/Cost Estimate - Proper Invoicing	0 1 2 ③ 4	SOME CUSTOMER COMPLAINTS, THOUGH NOT EXCESSIVE - SERVICE DELIVERED VERY GOOD

<b>5. Contractors Key Personnel</b> - Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed	0 1 2 3 4	USUALLY SATISFIED WITH DOCUMENTATION AND THEIR AVAILABILITY
<b>AVERAGE SCORE</b>	3.2	ADD ABOVE RATINGS/DIVIDE TOTAL BY NUMBER OF AREAS BEING RATED

\* Report actual response times compared to contract response times (e.g., ambulance response time, technical support response time, delivery time for goods, software update timing).

Would you select/recommend this vendor again?

YES

GARY D. STILES  
Ratings completed by (print name)

[Signature]  
Ratings completed by signature

01-03-06  
Date

George M. Coleman  
Department Head (print name)

[Signature]  
Department Head Signature

1-4-06  
Date

[Signature]  
Vendor Representative (print name)

[Signature]  
Vendor Representative Signature

1/26/06  
Date

Comments, corrective actions etc.:



**FULTON COUNTY  
CONTRACTOR PERFORMANCE REPORT FOR PROFESSIONAL SERVICES**

1. Report Period: from 4/1/2007 to 6/30/2007      2. Contract Period: from 7/1/2006 to 6/30/2007  
 3. Bid# &/or P.O. #: 07SC54394-BR      4. Vendor Name: Southern Hope Humane Society (SHHS)  
 5. Department: Police      6. P.O. Description (Service Deliverables): Animal Services

**NUMERIC RATINGS**  
 0 = Unsatisfactory Performance - Achieves contract requirements less than 50% of the time; not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.  
 1 = Poor Performance - Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.  
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 4 = Excellent Performance - Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal direction; customers expectations are exceeded.

CATEGORY	RATING	COMMENTS
1. Quality of Services - Adhered to Work Plan - Technical Requirements Met - Reports/Administration Prompt - Personnel Assigned as Identified	0 1 2 3 ④	Excellent - Very Professional
*2. Timeliness of Performance - Milestones Met as Scheduled - Displayed Reliability - On Time Completion/No Delays - Efficient Use of Manpower and Resources	0 1 2 ③ 4	VERY GOOD! EMPLOYEES STRIVE TO BE TIMELY IN THEIR RESPONSE.
3. Business Relations - Responsive to Inquiries - Prompt Problem Notification	0 1 2 3 ④	ALWAYS DELICATE TO RESPOND IMMEDIATELY TO INQUIRIES & COMPLAINTS AND TO LET ME KNOW PROBLEMS.
4. Customer Satisfaction - Scope of Services Delivered - Met User Quality Requirements - Met all Industry Standards - Within Budget/Cost Estimate - Proper Invoicing	0 1 2 3 ④	Excellent in this category

<b>5. Contractors Key Personnel</b> - Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed	0 1 2 3 ④	Key Personnel were known and respected in the industry
<b>AVERAGE SCORE</b>	3.8	ADD ABOVE RATINGS/DIVIDE TOTAL BY NUMBER OF AREAS BEING RATED

\* Report actual response times compared to contract response times (e.g., ambulance response time, technical support response time, delivery time for goods, software update timing).

Would you select/recommend this vendor again? YES

GARY A. STILES  
 Ratings completed by (print name)

[Signature]  
 Ratings completed by signature

7-3-07  
 Date

George M. Coleman  
 Department Head (print name)

[Signature]  
 Department Head Signature

7-3-07  
 Date

Susan Feingold  
 Vendor Representative (print name)

[Signature]  
 Vendor Representative Signature

7-30-07  
 Date

Comments, corrective actions etc.:

*gml*



**FULTON COUNTY  
CONTRACTOR PERFORMANCE REPORT FOR PROFESSIONAL SERVICES**

1. Report Period: from 7/1/2006 to 9/30/2006      2. Contract Period: from 7/1/2005 to 6/30/2006  
 3. Bid# &/or P.O. #: 06SC48829YB-CC                      4. Vendor Name: Southern Hope Humane Society (SHHS)  
 5. Department: Police    6. P.O. Description (Service Deliverables): Animal Services

**NUMERIC RATINGS**  
 0 = *Unsatisfactory Performance* – Achieves contract requirements less than 50% of the time; not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.  
 1 = *Poor Performance* – Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.  
 2 = *Satisfactory Performance* – Achieves contract requirements 80% of the time; generally responsive, effective and/or efficient; delays are excusable and/or results in minor program adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.  
 3 = *Good Performance* – Achieves contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have no impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied.  
 4 = *Excellent Performance* – Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal direction; customers expectations are exceeded.

CATEGORY	RATING	COMMENTS
1. Quality of Services - Adhered to Work Plan - Technical Requirements Met - Reports/Administration Prompt - Personnel Assigned as Identified	0 1 2 3 <b>4</b>	<i>QUALITY OF SERVICE IS EXCELLENT.</i>
*2. Timeliness of Performance - Milestones Met as Scheduled - Displayed Reliability - On Time Completion/No Delays - Efficient Use of Manpower and Resources	0 1 2 <b>3</b> 4	<i>VERY RELIABLE</i>
3. Business Relations - Responsive to Inquiries - Prompt Problem Notification	0 1 2 3 <b>4</b>	<i>ALWAYS RESPONSIVE TO INQUIRIES.</i>
4. Customer Satisfaction - Scope of Services Delivered - Met User Quality Requirements - Met all Industry Standards - Within Budget/Cost Estimate - Proper Invoicing	0 1 2 <b>3</b> 4	<i>VERY SATISFIED.</i>

Contractors Key Personnel	0	ALWAYS AVAILABLE AS NEEDED, STAFF VERY RESPONSIVE
Credentials/Experience Appropriate	1	
Effective Supervision/Management	2	
Available as Needed	3	
	4	
AVERAGE SCORE	18.5	ADD ABOVE RATINGS/DIVIDE TOTAL BY NUMBER OF AREAS BEING RATED (3.6)

\* Report actual response times compared to contract response times (e.g. ambulance response time, technical support response time, delivery time for goods, software update timing).

Would you select/recommend this vendor again?

YES

GARY D. STUES

Ratings completed by (print name)

*[Signature]*

Ratings completed by signature

10-02-06

Date

George M. Coleman

Department Head (print name)

*[Signature]* DEPUTY CHIEF OF POLICE

Department Head Signature

10-02-06

Date

*[Signature]*  
Vendor Representative (print name)

*[Signature]*  
Vendor Representative Signature

11-13-06

Date

Comments, corrective actions etc.:



**FULTON COUNTY  
CONTRACTOR PERFORMANCE REPORT FOR PROFESSIONAL SERVICES**

1. Report Period: from 4/1/2006 to 6/30/2006      2. Contract Period: from 7/1/2005 to 6/30/2006  
 3. Bid# &/or P.O. #: 06SC48829YB-CC                      4. Vendor Name: Southern Hope Humane Society (SHHS)  
 5. Department: Police    6. P.O. Description (Service Deliverables): Animal Services

**NUMERIC RATINGS**  
 0 = *Unsatisfactory Performance* - Achieves contract requirements less than 50% of the time; not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.  
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 4 = *Excellent Performance* - Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal direction; customers' expectations are exceeded.

CATEGORY	RATING	COMMENTS
1. Quality of Services - Adhered to Work Plan - Technical Requirements Met - Reports/Administration Prompt - Personnel Assigned as Identified	0 1 2 ③ 4	VERY SATISFIED WITH WORK PLAN MONTHLY REPORTS AND PERSONNEL.
*2. Timeliness of Performance - Milestones Met as Scheduled - Displayed Reliability - On Time Completion/No Delays - Efficient Use of Manpower and Resources	0 1 2 ③ 4	VERY RELIABLE. PERFORMS AT OR ABOVE EXPECTATIONS
3. Business Relations - Responsive to Inquiries - Prompt Problem Notification	0 1 2 3 ④	EXCELLENT IN THIS CATEGORY. ALWAYS RESPONSIVE TO INQUIRIES, VERY PROMPT PROBLEM NOTIFICATION
4. Customer Satisfaction - Scope of Services Delivered - Met User Quality Requirements - Met all Industry Standards - Within Budget/Cost Estimate - Proper Invoicing	0 1 2 3 ④	VERY SATISFIED WITH THIS VENDOR

Contractors Key Personnel - Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed	0 1 2 3 4	VERY SATISFIED.
AVERAGE SCORE	3.6	ADD ABOVE RATINGS/DIVIDE TOTAL BY NUMBER OF AREAS BEING RATED

\* Report actual response times compared to contract response times (e.g., ambulance response time, technical support response time, delivery time for goods, software update timing).

Would you select/recommend this vendor again? YES

GARY D. STILES  
Ratings completed by (print name)

George M. Coleman  
Department Head (print name)

Susan Feingold  
Vendor Representative (print name)

G.D. Stiles  
Ratings completed by signature

[Signature]  
Department Head Signature

[Signature]  
Vendor Representative Signature

7-3-06  
Date

7-6-06  
Date

8-8-06  
Date

Comments, corrective actions etc.:



**FULTON COUNTY  
CONTRACTOR PERFORMANCE REPORT FOR PROFESSIONAL SERVICES**

1. Report Period: from 1/1/2004 to 3/31/2004 2. Contract Period: from 7/1/2003 to 6/30/2004  
 3. Bid# &/or P.O. #: 03SC0001452 4. Vendor Name: Southern Hope Humane Society (SHHS)  
 5. Department: Police 6. P.O. Description (Service Deliverables): Animal Control  
Services

**NUMERIC RATINGS**  
 0 = Unsatisfactory Performance - Achieves contract requirements less than 50% of the time; not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.  
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CATEGORY	RATING	COMMENTS
1. Quality of Services - Adhered to Work Plan - Technical Requirements Met - Reports/Administration Prompt - Personnel Assigned as Identified	0 1 2 3 4 <b>3</b>	<i>adherence to work schedule good</i>
*2. Timeliness of Performance - Milestones Met as Scheduled - Displayed Reliability - On Time Completion/No Delays - Efficient Use of Manpower and Resources	0 1 2 3 4 <b>3</b>	<i>problems w/ response time in march - problems w/ power at site - remedy has been made</i>
3. Business Relations - Responsive to Inquiries - Prompt Problem Notification	0 1 2 3 4 <b>3</b>	<i>Always promptly responsive</i>
4. Customer Satisfaction - Scope of Services Delivered - Met User Quality Requirements - Met all Industry Standards - Within Budget/Cost Estimate - Proper Invoicing	0 1 2 3 4 <b>3</b>	<i>complaints have been minimal always give an extra effort</i>

FULTON COUNTY POLICE Fax: 4047305758  
 Apr 19 2004 16:08 P. 02

5. Contractors Key Personnel - Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed	0 1 2 3 0	Prompt response - training up to date - management is hands on
AVERAGE SCORE	3.2	ADD ABOVE RATINGS/DIVIDE TOTAL BY NUMBER OF AREAS BEING RATED

\* Report actual response times compared to contract response times (e.g., ambulance response time, technical support response time, delivery time for goods, software update timing).

Would you select/recommend this vendor again?

Yes

James M. McCartney  
Ratings completed by (print name)

James M. McCartney  
Ratings completed by signature

04-01-2004  
Date

George M. Coleman  
Department Head (print name)

[Signature]  
Department Head Signature

4/16/04  
Date

Stacy L. Hall  
Vendor Representative (print name)

Stacy L. Hall  
Vendor Representative Signature\*

4/19/04  
Date

\*Vendor signature is optional

Comments, corrective actions etc.:

Apr 19 2004 16:09 P.03

FULTON COUNTY POLICE Fax:4047305758



<b>5. Contractors Key Personnel</b> - Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed	0 1 2 3 4	(with personal use of HIGHEST QUALITY AND HAVE MADE TRANSLATES AVAILABLE TO THE DEPT. 24/7
<b>AVERAGE SCORE</b>		ADD ABOVE RATINGS/DIVIDE TOTAL BY NUMBER OF AREAS BEING RATED

\* Report actual response times compared to contract response times (e.g., ambulance response time, technical support response time, delivery time for goods, software update timing).

Would you select/recommend this vendor again?

DEFINITELY

GARY D. STILES  
 Ratings completed by (print name)

Gary D. Stiles  
 Ratings completed by signature

4-10-06  
 Date

George M. Coleman  
 Department Head (print name)

[Signature]  
 Department Head Signature

Date

Susan Fengold  
 Vendor Representative (print name)

Susan Fengold  
 Vendor Representative Signature

4-25-06  
 Date

Comments, corrective actions etc.:



**FULTON COUNTY  
CONTRACTOR PERFORMANCE REPORT FOR PROFESSIONAL SERVICES**

- 1. Report Period: from 7/1/2004 to 9/30/2004
- 2. Contract Period: from 7/1/2004 to 6/30/2005
- 3. Bid# &/or P.O. #: 03SC0001452
- 4. Vendor Name: Southern Hope Humanc Society (SHHS)
- 5. Department: Police
- 6. P.O. Description (Service Deliverables): Animal Control  
Services

**NUMERIC RATINGS**  
 0 = *Unsatisfactory Performance* - Achieves contract requirements less than 50% of the time; not responsive, effective and/or efficient; unacceptable delay, incompetence; high degree of customer dissatisfaction.  
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 4 = *Excellent Performance* - Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal direction; customers expectations are exceeded.

CATEGORY	RATING	COMMENTS
<b>1. Quality of Services</b> - Adhered to Work Plan - Technical Requirements Met - Reports/Administration Prompt - Personnel Assigned as Identified	0 1 2 3 4	<i>Adequate personnel with prompt reporting</i>
<b>*2. Timeliness of Performance</b> - Milestones Met as Scheduled - Displayed Reliability - On Time Completion/No Delays - Efficient Use of Manpower and Resources	0 1 2 3 4	<i>Does well with limited resources - conscientious use of equipment for reliable performance</i>
<b>3. Business Relations</b> - Responsive to Inquiries - Prompt Problem Notification	0 1 2 3 4	<i>Excellent response to inquiries and problems.</i>
<b>4. Customer Satisfaction</b> - Scope of Services Delivered - Met User Quality Requirements - Met all Industry Standards - Within Budget/Cost Estimate - Proper Invoicing	0 1 2 3 4	<i>Review from departments receiving services during this period has been superior.</i>

Contractors Key Personnel	0	<i>Meets all requirements from the Contract.</i>
- Credentials/Experience Appropriate	1	
- Effective Supervision/Management	2	
- Available as Needed	3	
AVERAGE SCORE	3.6	ADD ABOVE RATINGS/DIVIDE TOTAL BY NUMBER OF AREAS BEING RATED

\* Report actual response times compared to contract response times (e.g., ambulance response time, technical support response time, delivery time for goods, software update timing).

Would you select/recommend this vendor again?

*YES*

*James McCortey*  
Ratings completed by (print name)

*James M. Coleman*  
Ratings completed by signature

*10-01-04*  
Date

George M. Coleman  
Department Head (print name)

*[Signature]*  
Department Head Signature

*10/15/04*  
Date

*Tracy Hall*  
Vendor Representative (print name)

*Tracy Hall*  
Vendor Representative Signature\*

*10/15/04*  
Date

\*Vendor signature is optional

Comments, corrective actions etc.:



**FULTON COUNTY  
CONTRACTOR PERFORMANCE REPORT FOR PROFESSIONAL SERVICES**

1. Report Period: from 4/1/2004 to 6/30/2004      2. Contract Period: from 7/1/2003 to 6/30/2004  
 3. Bid# &/or P.O. #: 03SC0001452      4. Vendor Name: Southern Hope Humane Society (SHHS)  
 5. Department: Police      6. P.O. Description (Service Deliverables): Animal Control  
Services

**NUMERIC RATINGS**  
 0 = **Unsatisfactory Performance** - Achieves contract requirements less than 50% of the time; not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.  
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CATEGORY	RATING	COMMENTS
<b>1. Quality of Services</b> - Adhered to Work Plan - Technical Requirements Met - Reports/Administration Prompt - Personnel Assigned as Identified	0 1 2 3 <b>4</b>	<i>Services delivered promptly when properly notified. JS</i>
<b>*2. Timeliness of Performance</b> - Milestones Met as Scheduled - Displayed Reliability - On Time Completion/No Delays - Efficient Use of Manpower and Resources	0 1 2 3 <b>4</b>	<i>Very responsive to requests JS</i>
<b>3. Business Relations</b> - Responsive to Inquiries - Prompt Problem Notification	0 1 2 3 <b>4</b>	<i>Good relationship with this department when inquiries made. JS</i>
<b>4. Customer Satisfaction</b> - Scope of Services Delivered - Met User Quality Requirements - Met all Industry Standards - Within Budget/Cost Estimate - Proper Invoicing	0 1 2 3 <b>4</b>	<i>Some times unable to handle the volume of calls, but always responds when requested. JS</i>

<b>5. Contractors Key Personnel</b> - Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed	0 1 2 3 4	<i>Key persons always available when needed - jhr</i>
<b>AVERAGE SCORE</b>		<b>ADD ABOVE RATINGS/DIVIDE TOTAL BY NUMBER OF AREAS BEING RATED</b>

\* Report actual response times compared to contract response times (e.g., ambulance response time, technical support response time, delivery time for goods, software update timing).

Would you select/recommend this vendor again?

*YES*

James McCarthy  
Ratings completed by (print name)

*James McCarthy*  
Ratings completed by signature

07-09-2009  
Date

George M. Coleman  
Department Head (print name)

*George M. Coleman*  
Department Head Signature

7/13/04  
Date

DAVID H. SMITH  
Vendor Representative (print name)

*David H. Smith*  
Vendor Representative Signature\*

8/11/04  
Date

\*Vendor signature is optional

Comments, corrective actions etc.:



FULTON COUNTY  
 CONTRACTOR PERFORMANCE REPORT FOR PROFESSIONAL SERVICES

1. Report Period: from 1/1/2004 to 3/31/2004 2. Contract Period: from 7/1/2003 to 6/30/2004  
 3. Bid# &/or P.O. #: 03SC0001452 4. Vendor Name: Southern Hope Humane Society (SHHS)  
 5. Department: Police 6. P.O. Description (Service Deliverables): Animal Control Services

**NUMERIC RATINGS**

0 = *Unsatisfactory Performance* - Achieves contract requirements less than 50% of the time; not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.  
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CATEGORY	RATING	COMMENTS
1. Quality of Services - Adhered to Work Plan - Technical Requirements Met - Reports/Administration Prompt - Personnel Assigned as Identified	0 1 2 3 4 3	adherence to work schedule good
*2. Timeliness of Performance - Milestones Met as Scheduled - Displayed Reliability - On Time Completion/No Delays - Efficient Use of Manpower and Resources	0 1 2 3 4 3	Problems w/response time in march - problems w/power at site - remedy has been made
3. Business Relations - Responsive to Inquiries - Prompt Problem Notification	0 1 2 3 4 3	Always promptly responsive
4. Customer Satisfaction - Scope of Services Delivered - Met User Quality Requirements - Met all Industry Standards - Within Budget/Cost Estimate - Proper Invoicing	0 1 2 3 4 3	complaints have been minimal - always give an extra effort

<b>S. Contractors Key Personnel</b> - Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed	0 1 2 3 0	<i>Prompt response - training up to date - management is hands on</i>
<b>AVERAGE SCORE</b>	3.2	ADD ABOVE RATINGS/DIVIDE TOTAL BY NUMBER OF AREAS BEING RATED

\* Report actual response times compared to contract response times (e.g., ambulance response time, technical support response time, delivery time for goods, software update training).

Would you select/recommend this vendor again?

*James M. CARTAG*  
 Ratings completed by (print name)

*Yes*  
*James M. Cartag*  
 Ratings completed by signature

*07-01-2004*  
 Date

George M. Coleman  
 Department Head (print name)

*George M. Coleman*  
 Department Head Signature

*4/16/04*  
 Date

*Stacey L. Hall*  
 Vendor Representative (print name)

*Stacey L. Hall*  
 Vendor Representative Signature\*

*4/19/04*  
 Date

\*Vendor signature is optional

Comments, corrective actions etc.:



**FULTON COUNTY  
CONTRACTOR PERFORMANCE REPORT FOR PROFESSIONAL SERVICES**

1. Report Period: from 1/1/2005 to 3/31/2005    2. Contract Period: from 7/1/2004 to 6/30/2005  
 3. Bid# &/or P.O. #: 05ITB40617-CL-2    4. Vendor Name: Southern Hope Humane Society (SHHS)  
 5. Department: Police    6. P.O. Description (Service Deliverables): Animal Control  
Services

**NUMERIC RATINGS**  
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CATEGORY	RATING	COMMENTS
1. Quality of Services - Adhered to Work Plan - Technical Requirements Met - Reports/Administration Prompt - Personnel Assigned as Identified	0 1 2 <b>3</b> 4	REPORTS ARE ON TIME AND ADEQUATE
*2. Timeliness of Performance - Milestones Met as Scheduled - Displayed Reliability - On Time Completion/No Delays - Efficient Use of Manpower and Resources	0 1 2 <b>3</b> 4	NO PROBLEMS
3. Business Relations - Responsive to Inquiries - Prompt Problem Notification	0 1 2 3 <b>4</b>	VERY PROMPT WHEN RESPONDING TO INQUIRIES. PROBLEM NOTIFICATION IS PROMPT.
4. Customer Satisfaction - Scope of Services Delivered - Met User Quality Requirements - Met all Industry Standards - Within Budget/Cost Estimate - Proper Invoicing	0 1 2 <b>3</b> 4	MEETS REQUIREMENTS.

5. Contractors Key Personnel - Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed	0 1 2 ③ 4	Prompt response to questions etc. Management is very accessible.
AVERAGE SCORE	3.2	ADD ABOVE RATINGS/DIVIDE TOTAL BY NUMBER OF AREAS BEING RATED

\* Report actual response times compared to contract response times (e.g., ambulance response time, technical support response time, delivery time for goods, software update timing).

Would you select/recommend this vendor again?

YES

GARY W. STILES

Ratings completed by (print name)

Deputy Chief [Signature]

Ratings completed by signature

4-15-05

Date

George M. Coleman

Department Head (print name)

[Signature]

Department Head Signature

4/26/05

Date

DAVID H. SMITH

Vendor Representative (print name)

[Signature]

Vendor Representative Signature\*

5/2/05

Date

\*Vendor signature is optional

Comments, corrective actions etc.:



**FULTON COUNTY  
CONTRACTOR PERFORMANCE REPORT FOR PROFESSIONAL SERVICES**

1. Report Period: from 1/1/2006 to 3/31/2006      2. Contract Period: from 7/1/2005 to 6/30/2006  
 3. Bid# &/or P.O. #: 06SC48829YB-CC                      4. Vendor Name: Southern Hope Humane Society (SHHS)  
 5. Department: Police    6. P.O. Description (Service Deliverables): Animal Services

**NUMERIC RATINGS**  
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CATEGORY	RATING	COMMENTS
1. Quality of Services - Adhered to Work Plan - Technical Requirements Met - Reports/Administration Prompt - Personnel Assigned as Identified	0 1 2 3 <b>4</b>	MET OR EXCEEDED REQUIREMENTS IN ALL AREAS.
*2. Timeliness of Performance - Milestones Met as Scheduled - Displayed Reliability - On Time Completion/No Delays - Efficient Use of Manpower and Resources	0 1 2 3 <b>4</b>	EFFECTIVE IN ALL AREAS
3. Business Relations - Responsive to Inquiries - Prompt Problem Notification	0 1 2 3 <b>4</b>	EXCELLENT RESPONSE TO ANY INQUIRIES. NOTIFICATIONS OF ANY ISSUES IS IMMEDIATE.
4. Customer Satisfaction - Scope of Services Delivered - Met User Quality Requirements - Met all Industry Standards - Within Budget/Cost Estimate - Proper Invoicing	0 1 2 3 <b>4</b>	ADHERES TO THE CONTRACT MEETS OR EXCEEDS STANDARDS

<b>5. Contractors Key Personnel</b> - Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed	0 1 2 3 4	1 PERSONNEL ARE OF HIGH-LEVEL QUALITY AND HAVE RELEVANT EXPERIENCE AVAILABLE TO THE DEPT. 24/7
<b>AVERAGE SCORE</b>	ADD ABOVE RATINGS/DIVIDE TOTAL BY NUMBER OF AREAS BEING RATED	

\* Report actual response times compared to contract response times (e.g., ambulance response time, technical support response time, delivery time for goods, software update timing).

Would you select/recommend this vendor again?

DEFINITELY

GARY D. STILES

Ratings completed by (print name)

Gary D. Stiles

Ratings completed by signature

4-10-06

Date

George M. Coleman

Department Head (print name)

~~George M. Coleman~~

Department Head Signature

Date

Susan Feingold

Vendor Representative (print name)

Susan Feingold

Vendor Representative Signature

4-25-06

Date

Comments, corrective actions etc.: