## Performance Evaluation Details

ID E4

Project Foreign Language Oral Interpretation & Written Translation Services

Project Number 24ITB144376B-RT

Supplier Ad Astra

Supplier Project Contact Emily Layher (preferred language: English)

Performance Program Goods and Commodity Services

**Evaluation Period** 06/13/2025 to 09/12/2025

Effective Date09/15/2025Evaluation TypeFormalInterview Date09/11/2025Expectations Meeting Date09/15/2025StatusCompleted

 Publication Date
 09/15/2025 09:01 AM EDT

 Completion Date
 09/15/2025 09:01 AM EDT

Evaluation Score 91

## **Related Documents**

There are no documents associated with this Performance Evaluation

## **OVERALL RATING GUIDE - GOODS AND COMMODITY SERVICES**

**Evaluation Score Range** Outstanding = 90-100% Excellent = 80-89% Satisfactory = 70-79%

Needs Improvement = 50-69%

Unsatisfactory = -50%

**QUALITY OF PRODUCT OR SERVICE** 

17/20

Rating

Excellent: There are no, or very minimal, quality problems, and the Contractor

has met the contract requirements.

Comments Not Specified

**TIMELINESS OF PERFORMANCE** 

17/20

Rating

Excellent: There are no delays and the contractor has exceeded the agreed upon

time schedule.

Comments Not Specified

**BUSINESS RELATIONS** 20/20

Rating

Outstanding: The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the

performance levels described as "Excellent".

Comments Not Specified

**CUSTOMER SATISFACTION** 20/20

Rating

**Outstanding:** Contractor representative proactively communicates performance/specification issues to the User Department, highly professional and

responsive.

Comments Not Specified

**COST CONTROL** 17/20

Rating

Excellent: Compliance with contract pricing, minor cost discrepancies identified by User Department that require explanation, quickly resolved cost/price issues; compliance with invoice submission, corrections resolved quickly.

Comments Not Specified

**GENERAL COMMENTS** 

Comments Not Specified