

Performance Evaluation Details

ID	E6
Project	ITB Elevator and Escalator Maintenance Services FY2024
Project Number	23ITB073123C-MH
Supplier	MOWREY ELEVATOR COMPANY OF FLORIDA, INC
Supplier Project Contact	SHANNON YOUNG (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2025 to 06/30/2025
Effective Date	07/09/2025
Evaluation Type	Formal
Interview Date	04/02/2025
Expectations Meeting Date	05/16/2025
Status	Completed
Publication Date	07/09/2025 10:22 AM EDT
Completion Date	07/09/2025 10:22 AM EDT
Evaluation Score	70

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

14/20

Rating

Satisfactory: Overall compliance requires minor User Department resources to ensure achievement of contract requirements.

Comments

Compliance needs improvement and requires minimal resources from the User Department to meet contract requirements.

TIMELINESS OF PERFORMANCE

14/20

Rating

Satisfactory: There are no, or minimal, delays that impact achievement of contract requirements.

Comments

In evaluating Mowery Elevator's performance, it is important to note that delays have required the allocation of minor resources from the User Department. This effort has been crucial to ensure that we continue to meet the contract requirements effectively.

BUSINESS RELATIONS

14/20

Rating

Satisfactory: Response to inquiries and/or technical, service, administrative issues is consistently effective.

Comments

The response to inquiries and technical, service, and administrative issues shows a reasonable level of effectiveness. However, there is room for improvement in both responsiveness and resolution speed to enhance overall performance. Additional training and support could help increase effectiveness in addressing these matters. Currently, the response to inquiries and other issues is somewhat effective.

CUSTOMER SATISFACTION

14/20

Rating

Satisfactory: Contractor representative is reasonably responsive to User Department request for information and professional.

Comments

The contractor representative consistently demonstrates a strong level of responsiveness to the User Department's requests for information. Their professionalism in communications and interactions is commendable, contributing positively to the overall collaboration and effectiveness of the project's progress. The Management team does not demonstrate the collaboration and professionalism. The contractor representative consistently shows a high level of responsiveness to the User Department's requests for information. Their professionalism in communication and interactions is commendable and positively impacts the overall collaboration and effectiveness of the project's progress. However, the management team has not demonstrated the same level of collaboration and professionalism.

COST CONTROL

14/20

Rating

Satisfactory: Minimal contract pricing issues, cost discrepancies identified by User Department that require explanation, cost/price issues resolved in timely manner.

Comments

When evaluating performance, it has been noted that the User Department primarily identifies issues related to contract pricing. However, resolving these issues often requires dedicated resources from the User Department. Timely correction of these problems has proven to be a challenge, highlighting the need for better response times and resource allocation to ensure that contract pricing matters are addressed promptly and efficiently. Moving forward, improving communication and resource management within the User Department will be crucial for enhancing overall performance in this area.

GENERAL COMMENTS

Comments

The team's overall performance needs improvement. To enhance our effectiveness, it is essential to ensure that we have adequate manpower available at all times to manage emergencies as they arise. By addressing this need, we can improve our response capabilities and overall operational efficiency.