

## Performance Evaluation Details

<b>ID</b>	E1
<b>Project</b>	Small Water Meter Installation
<b>Project Number</b>	23ITB458876A-KM
<b>Supplier</b>	Jewel of the South, Inc.
<b>Supplier Project Contact</b>	Valisa Shannon (preferred language: English)
<b>Performance Program</b>	Goods and Commodity Services
<b>Evaluation Period</b>	04/01/2024 to 06/30/2024
<b>Effective Date</b>	08/02/2024
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	Not Specified
<b>Expectations Meeting Date</b>	04/25/2024
<b>Status</b>	Completed
<b>Publication Date</b>	08/02/2024 08:48 AM EDT
<b>Completion Date</b>	08/02/2024 08:48 AM EDT
<b>Evaluation Score</b>	82



8/7/2024

### 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** There was one incident that occurred in and around April 19, 2024, near 2200 Belcourt Pkwy. The vendor posted a shut-down time of 10:00 a.m. - 3:00 p.m. However, the crew worked until 8:00 p.m. Even then, the crew inadvertently did not turn the water back on. This left customers without water until 10:15 a.m. the following morning.

Since then, the vendor has done a good job. A rating of Satisfactory is warranted here because that one incident was egregious.

**TIMELINESS OF PERFORMANCE**

**17/20**

Rating

**Excellent:** There are no delays and the contractor has exceeded the agreed upon time schedule.

**Comments** The Vendor is responsive to projects. Completes them timely.

**BUSINESS RELATIONS**

**17/20**

Rating

**Excellent:** Response to inquiries and/or technical, service, administrative issues exceeds Government expectation.

**Comments** The Vendor responded to our request for a meeting on 4/25/2024, in response to the large meter change-out incident that occurred on 4/19/2024 near 2200 Belcourt Pkwy.

**CUSTOMER SATISFACTION**

**17/20**

Rating

**Excellent:** Contractor representative communicates routinely with the User Department, professional and responsive to User Department's request for information.

**Comments** The Contractor communicates routinely with the User Dept.

**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** Generally compliant with pricing, some minor cost discrepancies were identified.

**GENERAL COMMENTS**

**Comments** *Not Specified*