

## Performance Evaluation Details

|                                  |                                          |
|----------------------------------|------------------------------------------|
| <b>ID</b>                        | E1                                       |
| <b>Project</b>                   | HVAC Equipment and Parts                 |
| <b>Project Number</b>            | 22ITBC132961C-MH                         |
| <b>Supplier</b>                  | home depot pro                           |
| <b>Supplier Project Contact</b>  | Paul Banks (preferred language: English) |
| <b>Performance Program</b>       | Goods and Commodity Services             |
| <b>Evaluation Period</b>         | 04/01/2022 to 06/30/2022                 |
| <b>Effective Date</b>            | 07/05/2022                               |
| <b>Evaluation Type</b>           | Formal                                   |
| <b>Interview Date</b>            | 07/05/2022                               |
| <b>Expectations Meeting Date</b> | Not Specified                            |
| <b>Status</b>                    | Completed                                |
| <b>Publication Date</b>          | 07/05/2022 09:03 AM EDT                  |
| <b>Completion Date</b>           | 07/05/2022 09:03 AM EDT                  |
| <b>Evaluation Score</b>          | 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

20/20

Rating

<b>Outstanding:</b> The contractor has demonstrated an outstanding performance level, no quality problems, all performance/specification requirements met, minor problems, highly effective corrective actions.

Comments

*Not Specified*

### TIMELINESS OF PERFORMANCE

20/20

Rating

<b>Outstanding:</b> The contractor has demonstrated an outstanding performance level, significantly exceeded delivery requirements, all on-time deliveries to the Government's benefit.

Comments

*Not Specified*

### BUSINESS RELATIONS

14/20

Rating

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

Comments

Issues with Home Depot Pro providing correct remit information for invoice payments.

### CUSTOMER SATISFACTION

17/20

Rating

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

Comments

*Not Specified*

### COST CONTROL

20/20

Rating

<b>Outstanding:</b> Compliance with contract pricing, all cost discrepancies are clearly identified with explanation; compliance with invoice submission requirements/price substantiation.

Comments

*Not Specified*

### GENERAL COMMENTS

Comments

User department continues to work with purchasing and vendor on remit to issues.

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| <b>Project</b>                   | HVAC Equipment and Parts                         |
| <b>Project Number</b>            | 22ITBC132961C-MH                                 |
| <b>Supplier</b>                  | F.M. Shelton Inc                                 |
| <b>Supplier Project Contact</b>  | Cynthia R Kendrick (preferred language: English) |
| <b>Performance Program</b>       | Goods and Commodity Services                     |
| <b>Evaluation Period</b>         | 04/01/2022 to 06/30/2022                         |
| <b>Effective Date</b>            | 07/05/2022                                       |
| <b>Evaluation Type</b>           | Formal                                           |
| <b>Interview Date</b>            | 07/05/2022                                       |
| <b>Expectations Meeting Date</b> | Not Specified                                    |
| <b>Status</b>                    | Completed                                        |
| <b>Publication Date</b>          | 07/05/2022 08:22 AM EDT                          |
| <b>Completion Date</b>           | 07/05/2022 08:22 AM EDT                          |
| <b>Evaluation Score</b>          | 100                                              |

### 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%

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### QUALITY OF PRODUCT OR SERVICE

20/20

Rating

<b>Outstanding:</b> The contractor has demonstrated an outstanding performance level, no quality problems, all performance/specification requirements met, minor problems, highly effective corrective actions.

Comments

*Not Specified*

### TIMELINESS OF PERFORMANCE

20/20

Rating

<b>Outstanding:</b> The contractor has demonstrated an outstanding performance level, significantly exceeded delivery requirements, all on-time deliveries to the Government's benefit.

Comments

*Not Specified*

### BUSINESS RELATIONS

20/20

Rating

<b>Outstanding:</b> 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

<b>Outstanding:</b> Contractor representative proactively communicates performance/specification issues to the User Department, highly professional and responsive.

Comments

*Not Specified*

### COST CONTROL

20/20

Rating

<b>Outstanding:</b> Compliance with contract pricing, all cost discrepancies are clearly identified with explanation; compliance with invoice submission requirements/price substantiation.

Comments

*Not Specified*

### GENERAL COMMENTS

Comments

*Not Specified*