

## Performance Evaluation Details

<b>ID</b>	E5
<b>Project</b>	HVAC On-Call Maintenance Services Countywide
<b>Project Number</b>	23ITB110923C-GS
<b>Supplier</b>	JR Hobbs
<b>Supplier Project Contact</b>	Travis Riley (preferred language: English)
<b>Performance Program</b>	Goods and Commodity Services
<b>Evaluation Period</b>	04/01/2025 to 06/30/2025
<b>Effective Date</b>	07/01/2025
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	Not Specified
<b>Expectations Meeting Date</b>	Not Specified
<b>Status</b>	Completed
<b>Publication Date</b>	07/01/2025 12:00 PM EDT
<b>Completion Date</b>	07/01/2025 12:00 PM EDT
<b>Evaluation Score</b>	82

### 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

14/20

Rating

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

Comments

Some issues securing parts in a timely manner

### BUSINESS RELATIONS

17/20

Rating

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

Comments

*Not Specified*

### 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

*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*