

Performance Evaluation Details

ID	E4
Project	Fire Extinguisher Testing and Maintenance Services
Project Number	22ITB134833C -MH
Supplier	Cintas Fire Protection
Supplier Project Contact	Lee Ruddick (preferred language: English)
Performance Program	Professional Services
Evaluation Period	07/01/2024 to 09/30/2024
Effective Date	10/01/2024
Evaluation Type	Formal
Interview Date	07/01/2024
Expectations Meeting Date	09/26/2024
Status	Completed
Publication Date	10/01/2024 11:51 AM EDT
Completion Date	10/01/2024 11:51 AM EDT
Evaluation Score	73

Related Documents

There are no documents associated with this Performance Evaluation

OVERALL RATING GUIDE - PROFESSIONAL SERVICES

Evaluation Score Range
Outstanding = 90-100%
Excellent = 80-89%
Satisfactory = 70-79%
Needs Improvement = 50-69%
Unsatisfactory = -50%

PROJECT MANAGEMENT

14/20

Rating **Satisfactory:** Project Management. Acceptable understanding of project objectives, risks and Contract requirements with some direction required from the User Department.

Comments Cintas has met the expectations as a vendor

SCHEDULE

14/20

Rating **Satisfactory:** Delivered on schedule or on approved amended schedule. Monitoring and forecasting of schedule as per Contract requirements.

Comments Scheduling needs to be improved in meeting the deadlines set by end user.

QUALITY OF DESIGN, REPORTS AND DELIVERABLES

14/20

Rating **Satisfactory:** Deliverables meet requirements and have an average number of issues on reports and deliverables.

Comments Material was of good quality. And all material was delivered in a timely manner

COMMUNICATIONS AND CO-OPERATION

14/20

Rating **Satisfactory:** Satisfactory response to the User Department's requests and changes; Consultant involved in developing solutions and ensures prompt and appropriate action.

Comments Management was available by email more than by mobile as needed when questions being raised by Management. Need to improve in being available by phone for emergency situations.

OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS

17/20

Rating **Excellent:** Proactive approach to oversight of Contract compliance. Compliance issues are resolved in a timely manner to the User Department's satisfaction and exceeds expectations in some areas.

Comments The contractor was in compliance 90% of the time in submitting needed documents.

GENERAL COMMENTS

Comments Did not meet the end user expectations in delivering great service.