

Performance Evaluation Details

ID	E2
Project	Elevator & Escalator Maintenance
Project Number	17RFP105999K-JAJ-R5
Supplier	MOWREY ELEVATOR COMPANY OF FLORIDA, INC
Supplier Project Contact	SHANNON YOUNG (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	07/01/2023 to 09/30/2023
Effective Date	10/08/2023
Evaluation Type	Formal
Interview Date	09/22/2023
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	10/08/2023 02:43 PM EDT
Completion Date	10/08/2023 02:43 PM EDT
Evaluation Score	76

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 Vendor's technicians are knowledgeable and provides service in line with requirements in contract and technical specifications. A meeting was held on 9/22/23 to develop a Performance Improvement Plan for the vendor to improve their reporting quality. Vendor has agreed to this plan.

TIMELINESS OF PERFORMANCE

17/20

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

Comments Vendor provides services when called for. Their technicians were stationed most of the time in the Courthouse, and this helped their response time to be in compliance with requirements. Vendor is also responsive to requests for information and inquiries about completed maintenance tasks.

BUSINESS RELATIONS

17/20

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

Comments Vendor's Atlanta Regional Office has established very good relationship with the Contracts Administrator and keeps good communication. Response to inquiries and submission of estimates are satisfactory.

CUSTOMER SATISFACTION

14/20

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

Comments Customers are not satisfied with overall operation of elevators. Almost all elevators modernized by the vendor fails frequently. This was addressed in the meeting with the vendor on 9/22/23. Vendor was asked to rectify all residual problems from the modernization project. Vendor's representative agreed to address this matter with their project team.

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 Vendor's pricing of repair jobs needed improvement. Vendor has agreed to review the pricing of major repair jobs. Jobs exceeding \$ 5000 in cost will be estimated on the not-to-exceed basis. This will not use \$ 200 per hour labor cost as quoted in the bid. Vendor sticks to contract pricing as far as monthly PM services are concerned.

GENERAL COMMENTS

Comments Vendor is responsive, flexible and reliable in maintenance related tasks.