

Performance Evaluation Details

ID	E1
Project	Motor Vehicle Maintenance & Inventory
Project Number	SWC90816
Supplier	Automotive Rentals, Inc.
Supplier Project Contact	Lou Pastras (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	07/01/2025 to 09/30/2025
Effective Date	10/30/2025
Evaluation Type	Formal
Interview Date	10/29/2025
Expectations Meeting Date	10/29/2025
Status	Completed
Publication Date	10/30/2025 11:57 AM EDT
Completion Date	10/30/2025 11:57 AM EDT
Evaluation Score	85

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

Services provide meet or exceed goals and expectations.

TIMELINESS OF PERFORMANCE

17/20

Rating

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

Comments

Availability of services are always timely and accessible

BUSINESS RELATIONS

17/20

Rating

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

Comments

Response to issues and assistance are always addressed in a timely fashion.

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

Customer service staff and others are always helpful when issues require attention.

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

Assistance with repair cost is a valuable function of this contract.

GENERAL COMMENTS

Comments

Not Specified