## Performance Evaluation Details

**ID** E1

Project Motor Vehicle Maintenance & Invetory

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 Date10/30/2025Evaluation TypeFormalInterview Date10/29/2025Expectations Meeting Date10/29/2025StatusCompleted

 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 ands 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