

Performance Evaluation Details

ID	E11
Project	On-Site Door Repair and Overhead Door Preventive Predictive Maintenance
Project Number	21ITB131067C-GS
Supplier	Piedmont Door Solutions
Supplier Project Contact	Jim Adams (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	10/01/2024 to 12/31/2024
Effective Date	01/06/2025
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	01/06/2025 02:27 PM EST
Completion Date	01/06/2025 02:27 PM EST
Evaluation Score	79

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

Vendor provided services of good quality. There were no quality problems for the review period. Vendor's services complied with the requirements in the bid/contract specifications.

TIMELINESS OF PERFORMANCE

14/20

Rating

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

Comments

Vendor has been able to meet or exceed the agreed upon time schedule. The vendor was available on-call and there were no delays in responding to service requirements.

BUSINESS RELATIONS

17/20

Rating

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

Comments

Vendor remained in good communication with contract management team. Vendor responded to request for information or inquiries, reasonably well.

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

There have been no complaints about quality of vendor's work from any customer. Vendor responded to calls or requests for information or technical details in a professional manner

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 did not submit any maintenance invoice during the quarter and so, it was not possible to verify that the vendor stopped the practice criticized in previous reviews - that of padding up the invoice with unapproved charges. This will be reviewed during next period

GENERAL COMMENTS

Comments

Not Specified