

Performance Evaluation Details

ID	E5
Project	Glass and Plexiglas Repair and Maintenance
Project Number	20ITB126868C-CG
Supplier	P & E Mirror and Glass LLC
Supplier Project Contact	Neicy Hindsman (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2023 to 06/30/2023
Effective Date	07/03/2023
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	07/03/2023 08:36 PM EDT
Completion Date	07/03/2023 08:36 PM EDT
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 goods and services of acceptable quality. Work was completed in compliance with specifications of contract.

TIMELINESS OF PERFORMANCE

14/20

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

Comments Vendor's performance was satisfactory. There has been some delay from vendor's side in completing some jobs. Overall, the services delivery were reasonably good.

BUSINESS RELATIONS

14/20

Rating Satisfactory: Response to inquiries and/or technical, service, administrative issues is consistently effective.

Comments Vendor kept in touch and maintained good communication through phone. Responses to request for information, commercial inquiries and requests for quotes were satisfactory

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 Vendor met requirements for great customer satisfaction. Response to service calls and management of work on site, by the vendor's administrative offices were good. Vendor's services were available on request.

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 There has been no pricing issues and the estimates and invoices were found to be within budget. Vendor's invoices were accurate and in time and no corrections were needed.

GENERAL COMMENTS

Comments Vendor is a reliable alternative for light glass repair jobs