

## Performance Evaluation Details

<b>ID</b>	E2
<b>Project</b>	Laboratory Testing Services
<b>Project Number</b>	23ITB137323A-KM
<b>Supplier</b>	Analytical Environmental Services, Inc.
<b>Supplier Project Contact</b>	Kari Hoffmann (preferred language: English)
<b>Performance Program</b>	Goods and Commodity Services
<b>Evaluation Period</b>	09/01/2023 to 12/31/2023
<b>Effective Date</b>	01/08/2024
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	01/08/2024
<b>Expectations Meeting Date</b>	Not Specified
<b>Status</b>	Completed
<b>Publication Date</b>	01/08/2024 03:22 PM EST
<b>Completion Date</b>	01/08/2024 03:22 PM EST
<b>Evaluation Score</b>	84



02/05/2024

### 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**

**20/20**

Rating <b>Outstanding:</b> The contractor has demonstrated an outstanding performance level, no quality problems, all performance/specification requirements met, minor problems, highly effective corrective actions.

**Comments** Yes, there are very minimal quality problems with the vendor.

**TIMELINESS OF PERFORMANCE**

**17/20**

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

**Comments** Yes, there are no delays and the contractor has exceeded the agreed-upon time schedule.

**BUSINESS RELATIONS**

**20/20**

Rating <b>Outstanding:</b> The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent".

**Comments** Yes, the vendor's responses to inquiries are outstanding.

**CUSTOMER SATISFACTION**

**17/20**

Rating <b>Excellent:</b> Contractor representative communicates routinely with the User Department, professional and responsive to User Department's request for information.

**Comments** Yes, excellent

**COST CONTROL**

**10/20**

Rating <b>Needs Improvement:</b> Contract pricing issues are only identified by User Department and require User Department resources to resolve; corrections not resolved in timely manner.

**Comments** The invoices and purchase order prices differed in 2023. This caused major delays in the payment of invoices. Vendor should ensure that the prices that it submits during the bid process match the invoices it bills to the county.

**GENERAL COMMENTS**

**Comments** *Not Specified*