

Performance Evaluation Details

ID	E1
Project	COUNTYWIDE AUDIO-VISUAL SERVICES SYSTEMS
Project Number	25RFP1351128B-RT
Supplier	AVI Systems
Supplier Project Contact	Suzanne Capasso (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	08/01/2025 to 10/31/2025
Effective Date	11/13/2025
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	11/13/2025 10:13 AM EST
Completion Date	11/13/2025 10:13 AM EST
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

There is no quality product or service issues note currently.

TIMELINESS OF PERFORMANCE

17/20

Rating

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

Comments

There are no timeliness or performance issues to note currently.

BUSINESS RELATIONS

17/20

Rating

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

Comments

Contractor responds very quickly to business technical and service inquiries and administrative and invoice process questions.

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 customer complaints regarding the contractor performance in this time frame.

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 have been no cost control complaints currently.

GENERAL COMMENTS

Comments

I am very pleased with the contractor performance currently.