

Performance Evaluation Details

ID	E5
Project	Fire Sprinkler Protection System Maintenance Services
Project Number	22ITB135741C-GS
Supplier	VSC Fire & Security
Supplier Project Contact	Kevin Burkholder (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	05/01/2025 to 07/31/2025
Effective Date	09/16/2025
Evaluation Type	Formal
Interview Date	07/25/2025
Expectations Meeting Date	07/31/2025
Status	Completed
Publication Date	09/16/2025 05:22 PM EDT
Completion Date	09/16/2025 05:22 PM EDT
Evaluation Score	91

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

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

Comments

The vendor consistently delivered services that met contract requirements with minimal quality issues. Any minor concerns were addressed promptly and did not impact overall performance. Deliverables met technical specifications and standards of workmanship.

TIMELINESS OF PERFORMANCE

17/20

Rating

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

Comments

The vendor adhered to most agreed-upon schedules with only minimal delays that did not significantly affect the overall project timeline. When delays occurred, the vendor communicated promptly and took reasonable steps to remain on track.

BUSINESS RELATIONS

17/20

Rating

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

Comments

The vendor demonstrated strong communication and professionalism throughout the duration of the contract. They responded promptly to all inquiries and collaborated effectively with the User Department to resolve any issues.

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 representatives were consistently professional and responsive. Routine updates and communications ensured alignment with performance expectations and provided the User Department with confidence in their reliability.

Rating

Outstanding: Compliance with contract pricing, all cost discrepancies are clearly identified with explanation; compliance with invoice submission requirements/price substantiation.

Comments

The vendor adhered to contract pricing with only minor discrepancies that were quickly resolved upon inquiry. All invoicing was submitted correctly and in a timely manner, with clear documentation and pricing substantiation.

GENERAL COMMENTS

Comments

Overall, the vendor performed effectively and professionally throughout the project. Their work met contractual obligations with a high level of quality, strong communication, and good cost control. They are recommended for similar future engagements.