

Performance Evaluation Details

ID	E2
Project	Water Meter Reading
Project Number	21ITB000019A-CJC
Supplier	Bermex Inc
Supplier Project Contact	David Mack (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	07/03/2023 to 09/01/2023
Effective Date	09/29/2023
Evaluation Type	Formal
Interview Date	09/29/2023
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	09/29/2023 09:54 AM EDT
Completion Date	09/29/2023 09:54 AM EDT
Evaluation Score	73



10/04/2023

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

14/20

Rating Satisfactory: Overall compliance requires minor User Department resources to ensure achievement of contract requirements.

Comments Since the last performance evaluation period, Bermex has made strides to improve their quality of service.

TIMELINESS OF PERFORMANCE

14/20

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

Comments Bermex has improved their scheduling and timeliness. Although not perfect, there has been a positive step change.

BUSINESS RELATIONS

14/20

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

Comments Bermex management has quickly assisted with administrative issues. Primarily involving personnel issues and concerns.

CUSTOMER SATISFACTION

14/20

Rating Satisfactory: Contractor representative is reasonably responsive to User Department request for information and professional.

Comments Bermex operates in a professional manner at all levels.

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 No issues to report. Invoicing has been timely and per contract requirements.

GENERAL COMMENTS

Comments Overall, Bermex has performed at a satisfactory level. There has been a noticeable increase in performance over the last evaluation period.