

Performance Evaluation Details

ID	E1
Project	Fulton County PC Refresh
Project Number	22ITBC1006B-PC
Supplier	CDW Government LLC
Supplier Project Contact	Justin Schwier (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	07/12/2024 to 10/11/2024
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Draft
Evaluation Score	88

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

There are no current equipment performance quality problems and all equipment received has met the specifications identified in the solicitation.

TIMELINESS OF PERFORMANCE

17/20

Rating

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

Comments

Deliverables and equipment are delivered in a timely manner. The vendor is also available for tracking inquiries and has accommodate orders that require priority in being expedited. Any issues or delays are promptly resolved.

BUSINESS RELATIONS

17/20

Rating

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

Comments

Email and phone inquiries are responded to within 24 hours. Additionally, the vendor has scheduled a bi-weekly cadence to address issue and concerns and quickly resolves any grievances to help eliminate a negative impact to County operations. The vendor also readily corrects issues and change requests in an effective manner.

CUSTOMER SATISFACTION

20/20

Rating

Outstanding: Contractor representative proactively communicates performance/specification issues to the User Department, highly professional and responsive.

Comments

Email and phone inquiries are responded to within 24 hours. Additionally, the vendor has scheduled a bi-weekly cadence to address issue and concerns and quickly resolves any grievances to help eliminate a negative impact to County operations. The vendor also keeps the County FCIT updated on any changes in equipment models and/or specifications.

COST CONTROL

14/20

Rating

Satisfactory: Minimal contract pricing issues, cost discrepancies identified by User Department that require explanation, cost/price issues resolved in timely manner.

Comments

Vendor has been compliant with pricing included in BID response.

GENERAL COMMENTS

Comments

Not Specified