

Performance Evaluation Details

ID	E2
Project	Glass and Plexiglas Repair and Replacement
Project Number	23ITB138782C-JNJ
Supplier	P & E Mirror and Glass LLC
Supplier Project Contact	Neicy Hindsman (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/30/2025 to 06/30/2025
Effective Date	07/17/2025
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	07/17/2025 10:17 AM EDT
Completion Date	07/17/2025 10:17 AM EDT
Evaluation Score	70

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

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

TIMELINESS OF PERFORMANCE

14/20

Rating

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

Comments

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

BUSINESS RELATIONS

14/20

Rating

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

Comments

The approach to handling inquiries, as well as technical, service, and administrative issues, is effective and could be further enhanced for even better outcomes.

CUSTOMER SATISFACTION

14/20

Rating

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

Comments

The contractor's representative consistently responds promptly to requests for information from the User Department and exhibits a high level of professionalism.

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

Minor contract pricing issues and cost discrepancies identified by the User Department require explanation. Cost and price issues should be resolved in a timely manner.

GENERAL COMMENTS

Comments

Not Specified