## 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 ProgramGoods and Commodity ServicesEvaluation Period04/30/2025 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.

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

**BUSINESS RELATIONS** 14/20

Rating

Satisfactory: Response to inquiries and/or technical, service, administrative

issues is consistently effective.

The approach to handling inquiries, as well as technical, service, and Comments

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

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