Performance Evaluation Details

ID E7

Project PRINTING & MAILING WATER AND SEWER BILLS

Project Number20RFP0827C-MHSupplierDove Mailing Inc

Supplier Project Contact Darrell L Coffee (preferred language: English)

Performance ProgramGoods and Commodity ServicesEvaluation Period07/01/2025 to 09/30/2025

Evaluation TypeFormalInterview DateNot SpecifiedExpectations Meeting DateNot Specified

Status Draft Evaluation Score 85

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

Needs Improvement = 50-69%

Unsatisfactory = -50%

QUALITY OF PRODUCT OR SERVICE

17/20

Rating

Excellent: There are no, or very minimal, quality problems, and the Contractor

has met the contract requirements.

Comments We are very pleased with the high quality of the printed bills, which fully meet our

standards. The vendor's professionalism and technical expertise have been

excellent.

TIMELINESS OF PERFORMANCE

17/20

Rating

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

time schedule

Comments The vendor is highly responsive, completing all jobs within the agreed-upon

timeframes. Bill print files are processed promptly, and requested programming changes are evaluated, developed, tested, and implemented with great speed.

BUSINESS RELATIONS 17/20

Rating

Excellent: Response to inquiries and/or technical, service, administrative issues

exceeds Government expectation.

Comments We are very satisfied with the staff's responsiveness to our inquiries. We have

encountered no problems.

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 Dove Mailing team has been instrumental in designing, testing, and implementing

process modifications as needed. Their responsiveness has enabled us to improve our internal processes, ultimately enhancing our customer service.

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.

The vendor has been in compliance with the contract pricing. We have had no issues with invoicing.

issues with involcing

GENERAL COMMENTS

Comments

Comments

We are highly satisfied with the vendor's performance. They consistently deliver high-quality work, adhere to deadlines, and are exceptionally responsive to our needs. Their professionalism, technical expertise, and collaborative approach have significantly improved our internal processes and customer service.