

## Performance Evaluation Details

|                                  |                                                |
|----------------------------------|------------------------------------------------|
| <b>ID</b>                        | E7                                             |
| <b>Project</b>                   | PRINTING & MAILING WATER AND SEWER BILLS       |
| <b>Project Number</b>            | 20RFP0827C-MH                                  |
| <b>Supplier</b>                  | Dove Mailing Inc                               |
| <b>Supplier Project Contact</b>  | Darrell L Coffee (preferred language: English) |
| <b>Performance Program</b>       | Goods and Commodity Services                   |
| <b>Evaluation Period</b>         | 07/01/2025 to 09/30/2025                       |
| <b>Evaluation Type</b>           | Formal                                         |
| <b>Interview Date</b>            | Not Specified                                  |
| <b>Expectations Meeting Date</b> | Not Specified                                  |
| <b>Status</b>                    | Draft                                          |
| <b>Evaluation Score</b>          | 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 = 50-69%

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.

Comments

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

### GENERAL 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.