

Performance Evaluation Details

ID	E1
Project	Boiler Inspections and Preventive Maintenance
Project Number	23ITB138778C-MH
Supplier	DAIKIN Applied
Supplier Project Contact	Joseph Williams (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2024 to 06/30/2024
Effective Date	08/08/2024
Evaluation Type	Formal
Interview Date	08/07/2024
Expectations Meeting Date	09/27/2024
Status	Completed
Publication Date	08/08/2024 10:00 AM EDT
Completion Date	08/08/2024 10:00 AM EDT
Evaluation Score	76

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
Not Specified

TIMELINESS OF PERFORMANCE

14/20

Rating
Satisfactory: There are no, or minimal, delays that impact achievement of contract requirements.
Comments
Issues with tech availability for same day service

BUSINESS RELATIONS

17/20

Rating
Excellent: Response to inquiries and/or technical, service, administrative issues exceeds Government expectation.
Comments
Not Specified

CUSTOMER SATISFACTION

14/20

Rating
Satisfactory: Contractor representative is reasonably responsive to User Department request for information and professional.
Comments
performance issues with certain Daiken equipment

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
the cost of simple sensors that are vitals parts to keep our units running properly are astronomical

GENERAL COMMENTS

Comments
Daiken provides good customer service our only issue is same day service