

Performance Evaluation Details

ID	E4
Project	Advancing Health Literacy Grant
Project Number	21RFP000026A-CJC
Supplier	The Black Cross, LLC
Supplier Project Contact	Gail A Brooks (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	01/01/2023 to 03/31/2023
Effective Date	06/27/2023
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	06/27/2023 09:25 AM EDT
Completion Date	06/27/2023 09:25 AM EDT
Evaluation Score	82

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 The contractor Blk Cross Inc has shown improvement with each quarter in better understanding the contractual requirements and their scope of work. There have been minimal interruptions to their work flow and for the most part have corrected any problems that have arisen through the project.

TIMELINESS OF PERFORMANCE

14/20

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

Comments There have been minimal delays with fulfilling contractual obligations, there is typically a process that has to be followed in order to update content on the online HUB website. Blk Cross Inc has been able to minimize any delays once the full scope of the work required was understood.

BUSINESS RELATIONS

17/20

Rating Excellent: Response to inquiries and/or technical, service, administrative issues exceeds Government expectation.

Comments The key personnel for the project as been responsive to requests by the User Department. Blk Cross Inc works to reconcile any concerns or issues raised by the User Department and other partners/stakeholders on the project.

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 The Contractor's key personnel is highly communicative, professional and provides a high level of energy and enthusiasm for the project. The organization as a whole has been promptly responsive to information requests and does not hesitate to ask for clarity to assure everyone is a mutual understanding of the problems and solutions.

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 contractor Blk Cross Inc has provide detailed invoicing that is appropriate for the level of services they are providing. Invoices on submitted in a timely manner on a monthly basis.

GENERAL COMMENTS

Comments The Blk Cross Inc has been a relatively easy company to work with and the User Department has enjoyed their partnership and looks forward to their continued work throughout the life of the project.