

Performance Evaluation Details

ID	E1
Project	Large Water Meter Installation Service
Project Number	23ITB08142023A-JWT
Supplier	Jewel of the South, Inc.
Supplier Project Contact	Valisa Shannon (preferred language: English)
Performance Program	Professional Services
Evaluation Period	04/01/2024 to 06/30/2024
Effective Date	08/02/2024
Evaluation Type	Formal
Interview Date	04/25/2024
Expectations Meeting Date	04/25/2024
Status	Completed
Publication Date	08/02/2024 09:01 AM EDT
Completion Date	08/02/2024 09:01 AM EDT
Evaluation Score	82



8/7/2024

Related Documents

There are no documents associated with this Performance Evaluation

OVERALL RATING GUIDE - PROFESSIONAL SERVICES

- Evaluation Score Range
- Outstanding = 90-100%
- Excellent = 80-89%
- Satisfactory = 70-79%
- Needs Improvement = 50-69%
- Unsatisfactory = -50%

PROJECT MANAGEMENT

14/20

Rating

Satisfactory: Project Management. Acceptable understanding of project objectives, risks and Contract requirements with some direction required from the User Department.

Comments

The Vendor had an incident in and around 4/19/2024 near 2200 Belcourt Pkwy. In short, the vendor scheduled a shut-down from 10:00 a.m. until 3:00 p.m. However, the work continued until 8:00 p.m. Even then, the vendor inadvertently left the water off. Customers did not have water until 10:00 a.m. the following morning.

Since then, the vendor has done a good job. A rating of Satisfactory was warranted because that one incident was a significant one.

SCHEDULE

17/20

Rating

Excellent: Delivered ahead of original completion date with some effort by Consultant to meet or exceed project milestone dates, or on original schedule with increased scope. At times, proactive approach to monitoring and forecasting of project schedule.

Comments

Not Specified

QUALITY OF DESIGN, REPORTS AND DELIVERABLES

17/20

Rating

Excellent: Deliverables exceed requirements in some areas and remainder of items delivered are high quality.

Comments

Not Specified

COMMUNICATIONS AND CO-OPERATION

17/20

Rating

Excellent: Co-operative and timely response to the User Department concerns.

Comments

Not Specified

OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS

17/20

Rating

Excellent: Proactive approach to oversight of Contract compliance. Compliance issues are resolved in a timely manner to the User Department's satisfaction and exceeds expectations in some areas.

Comments

Not Specified

GENERAL COMMENTS

Comments

Not Specified