

Performance Evaluation Details

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| ID | E3 |
| Project | Newspapers, Magazine and Serial Subscriptions |
| Project Number | 24ITB1288009B-PS |
| Supplier | EBSCO Information Services, LLC |
| Supplier Project Contact | Bowen Thagard (preferred language: English) |
| Performance Program | Goods and Commodity Services |
| Evaluation Period | 08/21/2025 to 10/27/2025 |
| Effective Date | 10/28/2025 |
| Evaluation Type | Formal |
| Interview Date | 10/01/2025 |
| Expectations Meeting Date | 10/01/2025 |
| Status | Completed |
| Publication Date | 10/28/2025 09:28 AM EDT |
| Completion Date | 10/28/2025 09:28 AM EDT |
| Evaluation Score | 100 |

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

20/20

Rating

Outstanding: The contractor has demonstrated an outstanding performance level, no quality problems, all performance/specification requirements met, minor problems, highly effective corrective actions.

Comments

Not Specified

TIMELINESS OF PERFORMANCE

20/20

Rating

Outstanding: The contractor has demonstrated an outstanding performance level, significantly exceeded delivery requirements, all on-time deliveries to the Government's benefit.

Comments

Not Specified

BUSINESS RELATIONS

20/20

Rating

Outstanding: The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent".

Comments

Not Specified

CUSTOMER SATISFACTION

20/20

Rating

Outstanding: Contractor representative proactively communicates performance/specification issues to the User Department, highly professional and responsive.

Comments

Not Specified

COST CONTROL

20/20

Rating

Outstanding: Compliance with contract pricing, all cost discrepancies are clearly identified with explanation; compliance with invoice submission requirements/price substantiation.

Comments

Not Specified

GENERAL COMMENTS

Comments

Not Specified