

Performance Evaluation Details

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| ID | E3 |
| Project | HVAC On-Call Maintenance Services Countywide |
| Project Number | 23ITB110923C-GS |
| Supplier | Trane US Inc |
| Supplier Project Contact | Thomas Brown (preferred language: English) |
| Performance Program | Goods and Commodity Services |
| Evaluation Period | 10/01/2024 to 12/31/2024 |
| Effective Date | 02/12/2025 |
| Evaluation Type | Formal |
| Interview Date | 10/01/2024 |
| Expectations Meeting Date | 12/31/2024 |
| Status | Completed |
| Publication Date | 02/12/2025 10:26 AM EST |
| Completion Date | 02/12/2025 10:26 AM EST |
| Evaluation Score | 79 |

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 some issues with same day services for emergencies

BUSINESS RELATIONS

17/20

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

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 *Not Specified*

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 cost is higher compared to other vendors

GENERAL COMMENTS

Comments *Not Specified*