

Performance Evaluation Details

ID	E2
Project	ITB Elevator and Escalator Maintenance Services FY2024
Project Number	23ITB073123C-MH
Supplier	MOWREY ELEVATOR COMPANY OF FLORIDA, INC
Supplier Project Contact	SHANNON YOUNG (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2024 to 06/30/2024
Effective Date	07/08/2024
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	07/08/2024 02:36 PM EDT
Completion Date	07/08/2024 02:36 PM 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

14/20

Rating

Satisfactory: Overall compliance requires minor User Department resources to ensure achievement of contract requirements.

Comments

Vendor's technicians are knowledgeable and provided service complying with requirements in contract and technical specifications. Some improvements have been made in providing report about preventive maintenance and repairs. There has to be sustaining effort to provide timely feed back from the field

TIMELINESS OF PERFORMANCE

14/20

Rating

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

Comments

Vendor provides services as and when called for minor services. Response time is in compliance with requirements. Major repairs like re-ropeing are delayed and no definite time line were available. There is no change in this performance criteria from previous quarter

BUSINESS RELATIONS

17/20

Rating

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

Comments

Vendor's Atlanta Regional Office has established very good relationship with the Contracts Administrator and keeps good communication. Response to inquiries and submission of estimates are satisfactory.

CUSTOMER SATISFACTION

14/20

Rating

Satisfactory: Contractor representative is reasonably responsive to User Department request for information and professional.

Comments

Some customers have complained about the operation of elevators. Failure on a daily average rate remains a concern. It looks like the design and/or execution of modernization was not well thought out. There has been slight improvement but lot more needs to be done. No change in performance criteria since previous quarter

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

Vendor is compliant with contract pricing and always uses this fo invoices. Invoices are submitted in a regular, timely manner and the invoices are accurate.

GENERAL COMMENTS

Comments

Vendor recommended for continued engagement