

Performance Evaluation Details

ID	E9
Project	Mail Services Operation
Project Number	21ITB130203C-MH
Supplier	more business solutions
Supplier Project Contact	paul jackson (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 02:35 PM EDT
Completion Date	07/08/2024 02:35 PM 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

Contractor, More Business Solutions, continues to provide outstanding service. There have been no problems with the quality of work performance and all requirements of the contract are met consistently. More often than not, the contractor provides effective solutions to minor problems that arise due to a user request.

### 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

The contractor consistently meets and exceeds the delivery requirements, going above the contract requirements to respond to some user requests.

### 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

The contractor's response to inquiries and service requests is always timely and exceeds that which is expected or required by the contract.

### CUSTOMER SATISFACTION

20/20

Rating

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

Comments

Outstanding partner to work with and provides outstanding service at a professional level.

### 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

The contractor complies with contract pricing. Any minor discrepancies, which are minimal, identified by the department are explained and supported with documentation. Invoices are submitted consistently in a timely manner and in compliance with the contract requirements without errors.

### GENERAL COMMENTS

Comments

Outstanding and professional at all times. Service is always above that which is expected.