Performance Evaluation Details

ID E4

Project Special Collections For the Auburn Avenue Research Library

Project Number 24ITBC141418B-RT

Supplier EBSCO Information Services

Supplier Project Contact Bowen Thagard (preferred language: English)

Performance ProgramGoods and Commodity ServicesEvaluation Period06/12/2025 to 09/11/2025

Effective Date 10/01/2025

Evaluation Type Formal
Interview Date 09/01/2025

Expectations Meeting Date 09/01/2025

Status Completed

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 10/01/2025 02:03 PM EDT

 Completion Date
 10/01/2025 02:03 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 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