

Performance Evaluation Details

ID	E1
Project	Office Supplies, Related Products and Services
Project Number	R190303
Supplier	Office Depot
Supplier Project Contact	Anthony Cornwall (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	01/01/2024 to 06/30/2024
Effective Date	08/28/2024
Evaluation Type	Formal
Interview Date	08/28/2024
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	08/28/2024 01:13 PM EDT
Completion Date	08/28/2024 01:13 PM EDT
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

14/20

Rating

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

Comments

The overall compliance with Office Depot requires minor resources from our User Department to ensure that contract requirements are met. However, the quality of products, particularly print paper, could be improved. Enhancing the quality of the copy paper would help prevent jams in printers, ensuring smoother operations and a better user experience. This is an area where Office Depot could offer better service to meet our expectations.

TIMELINESS OF PERFORMANCE

17/20

Rating

Excellent: There are no delays and the contractor has exceeded the agreed upon time schedule.

Comments

Not Specified

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

Office Depot has generally had minimal contract pricing issues, with few cost discrepancies identified by the User Department. However, there have been instances where the cost of products increased without prior notification. Despite this, the vendor has been proactive in offering discounts on orders, which is greatly appreciated. Timely resolution of any cost or price issues has helped maintain a positive working relationship.

GENERAL COMMENTS

Comments

Overall, our experience with Office Depot has been positive. We have not encountered any significant issues with the vendor, and their service has consistently met our expectations. They have been reliable in fulfilling our needs throughout the contract period.