Performance Evaluation Details

ID	E2
Project	Towing & Wrecker Services for County Fleet
Project Number	23ITB138872C-JNJ
Supplier	CSS Transportation
Supplier Project Contact	Chris Slaughter (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	07/01/2024 to 09/30/2024
Effective Date	10/02/2024
Evaluation Type	Formal
Interview Date	10/02/2024
Expectations Meeting Date	10/02/2024
Status	Completed
Publication Date	10/02/2024 10:44 AM EDT
Completion Date	10/02/2024 10:44 AM EDT
Evaluation Score	75

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 CSS Transportation provides good service in a timely manner.

TIMELINESS OF PERFORMANCE · 17/20

Rating

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

Comments The vendor responds well within the expected timeframe upon receiving a service request.

BUSINESS RELATIONS · 14/20

Rating

Satisfactory: Response to inquiries and/or technical, service, administrative issues is consistently effective.

Comments The support staff at CSS Transportation is timely with invoices for services rendered,

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 CMF is very satisfied with the services provided by CSS Transportation.

COST CONTROL · 10/20

Rating

Needs Improvement: Contract pricing issues are only identified by User Department and require User Department resources to resolve; corrections not resolved in timely manner.

Comments CMF staff has noted several invoices with incorrect charges. I would ask CSS to review invoices prior to submission.

GENERAL COMMENTS
Comments *Not Specified*