

Performance Evaluation Details

ID	E1
Project	Fire Sprinkler Protection System Maintenance Services
Project Number	22ITB135741C-GS
Supplier	VSC Fire & Security
Supplier Project Contact	Kevin Burkholder (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	02/01/2023 to 07/31/2023
Effective Date	09/05/2023
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	09/05/2023 12:28 PM EDT
Completion Date	09/05/2023 12:28 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
Comments

Outstanding: The contractor has demonstrated an outstanding performance level, no quality problems, all performance/specification requirements met, minor problems, highly effective corrective actions.

VSC has repeatedly shown to be a great contractor to work with throughout my dealings with them in all aspects they have been professional.

TIMELINESS OF PERFORMANCE

20/20

Rating
Comments

Outstanding: The contractor has demonstrated an outstanding performance level, significantly exceeded delivery requirements, all on-time deliveries to the Government's benefit.

VSC Has shown to handle any needs change needed changes or specific direction without issues. projects, and inspections have been completed on time as well.

BUSINESS RELATIONS

20/20

Rating
Comments

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".

VSC has handled many emergency service calls with the needed sense of urgency. All other inquiries have been handled within a acceptable time frame.

CUSTOMER SATISFACTION

20/20

Rating
Comments

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

VSC sends invoices as would be expected, and in respectful time frame. all work is inspected by myself, and the fire Marshall. with each time being given approval from both parties.

COST CONTROL

20/20

Rating
Comments

Outstanding: Compliance with contract pricing, all cost discrepancies are clearly identified with explanation; compliance with invoice submission requirements/price substantiation.

VSC complies with contract pricing, all cost are clearly identified with explanation.

GENERAL COMMENTS

Comments *Not Specified*