

## Performance Evaluation Details

<b>ID</b>	E13
<b>Project</b>	Locks, Doors & Hardware Countywide
<b>Project Number</b>	21ITB130533C-GS
<b>Supplier</b>	Acme Security
<b>Supplier Project Contact</b>	Michael Hassebrock (preferred language: English)
<b>Performance Program</b>	Goods and Commodity Services
<b>Evaluation Period</b>	04/01/2025 to 06/30/2025
<b>Effective Date</b>	07/01/2025
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	Not Specified
<b>Expectations Meeting Date</b>	Not Specified
<b>Status</b>	Completed
<b>Publication Date</b>	07/01/2025 07:54 AM EDT
<b>Completion Date</b>	07/01/2025 07:54 AM EDT
<b>Evaluation Score</b>	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

17/20

Rating

**Excellent:** There are no, or very minimal, quality problems, and the Contractor has met the contract requirements.

Comments

Vendor was not assigned many work orders during this quarter and those assigned were completed satisfactorily. The work was in compliance with requirements in the contract

### TIMELINESS OF PERFORMANCE

17/20

Rating

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

Comments

There was no delay in completing any work and there was no serious impact to any operation on account of this.

### BUSINESS RELATIONS

14/20

Rating

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

Comments

Vendor responded reasonably well to all inquiries. Phone calls and emails related to status of completion of work were responded to in a timely manner.

### CUSTOMER SATISFACTION

14/20

Rating

**Satisfactory:** Contractor representative is reasonably responsive to User Department request for information and professional.

Comments

Vendor's office and staff were responsive to calls and inquiries related to scheduling, completion and pricing for work. Calls to the vendor are responded in a timely manner.

### COST CONTROL

17/20

Rating

**Excellent:** Compliance with contract pricing, minor cost discrepancies identified by User Department that require explanation, quickly resolved cost/price issues; compliance with invoice submission, corrections resolved quickly.

Comments

There was no dispute involving invoices. Vendor used prices quoted in the ITB for invoices. Invoicing is accurate and invoices are submitted within time specified after completion of work. Provided good documentation of work done, in invoices

### GENERAL COMMENTS

Comments

*Not Specified*