

## Performance Evaluation Details

<b>ID</b>	E1
<b>Project</b>	Pickup and Removal of Deceased Remains
<b>Project Number</b>	25EMFIRSTCALL610C-JH
<b>Supplier</b>	First Call Removal Service LLC
<b>Supplier Project Contact</b>	Quentin Whittaker (preferred language: English)
<b>Performance Program</b>	Professional Services
<b>Evaluation Period</b>	10/01/2025 to 12/31/2025
<b>Effective Date</b>	03/06/2026
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	03/06/2026
<b>Expectations Meeting Date</b>	03/06/2026
<b>Status</b>	Completed
<b>Publication Date</b>	03/06/2026 10:49 AM EST
<b>Completion Date</b>	03/06/2026 10:49 AM EST
<b>Evaluation Score</b>	97

### Related Documents

There are no documents associated with this Performance Evaluation

### OVERALL RATING GUIDE - PROFESSIONAL SERVICES

Evaluation Score Range  
Outstanding = 90-100%  
Excellent = 80-89%  
Satisfactory = 70-79%  
Needs Improvement = 50-69%  
Unsatisfactory = -50%

### PROJECT MANAGEMENT

20/20

Rating

**Outstanding:** Project Management practices that exceed in the areas of scope, schedule, budget, quality of work and risk/issue management. Complete understanding of project objectives, risks and Contract requirements.

Comments

The team applies effective project management practices to ensure the smooth coordination and transportation of deceased remains. They manage scheduling, communication, documentation, and compliance to ensure all services are performed efficiently and in accordance with established procedures.

### SCHEDULE

20/20

Rating

**Outstanding:** Delivered ahead of original completion date with significant effort by Consultant to exceed project milestone dates or ahead of schedule with increased scope. Proactive approach to monitoring and forecasting of project schedule.

Comments

The team is committed to maintaining efficiency, professionalism, and flexibility to meet operational needs while providing respectful and dependable service.

### QUALITY OF DESIGN, REPORTS AND DELIVERABLES

17/20

Rating

**Excellent:** Deliverables exceed requirements in some areas and remainder of items delivered are high quality.

Comments

Ensures that all documentation, reports, and service records related to the transportation of deceased remains are accurate, complete, and submitted in a timely manner.

### COMMUNICATIONS AND CO-OPERATION

20/20

Rating

**Outstanding:** Co-operative and proactive response to User Department concerns at all times. Innovative communication approaches with the User Department's team.

**Comments**

Maintains clear, timely, and professional communication with all parties involved to ensure the respectful and efficient transportation of deceased remains. The team works cooperatively with staff, facilities, and authorized representatives to coordinate services, provide status updates when needed, and address any concerns promptly.

**OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS**

**20/20**

Rating

**Outstanding:** Outstanding oversight of the Contractor and ability to bring the Contractor into compliance in an expedited manner.

**Comments**

Demonstrates reliability, proper documentation, and adherence to all handling, transportation, and chain-of-custody procedures outlined in the contract. Regular monitoring and communication are conducted to verify compliance and ensure that all services meet established performance standards.

**GENERAL COMMENTS**

**Comments**

*Not Specified*