

Performance Evaluation Details

ID	E10
Project	Bus and Shuttle Services
Project Number	21RFP131973C-MH
Supplier	MTI LIMO AND SHUTTLE SERVICES INC
Supplier Project Contact	CAMERON IJAMES (preferred language: English)
Performance Program	Professional Services
Evaluation Period	10/01/2024 to 12/31/2024
Effective Date	01/02/2025
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	01/02/2025
Status	Completed
Publication Date	01/02/2025 09:17 PM EST
Completion Date	01/02/2025 09:17 PM EST
Evaluation Score	82

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

17/20

Rating
Excellent: Project Management that exceeds in some areas. Understanding of project objectives, risks and Contract requirements was above average and required little direction from the User Department.

Comments
Company understood the County's customer service objections. Continue through the year on making continuous improvements.

SCHEDULE

14/20

Rating
Satisfactory: Delivered on schedule or on approved amended schedule. Monitoring and forecasting of schedule as per Contract requirements.

Comments
Fourth Quarter trips time went as on schedule, with no complaints from customers of bus being late.

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
Service delivers for transportation various in many of areas of needs than our day-to day operation. Requests for additional departments transportation needs to assist, came back with positive feedback from other departments of the level of satisfactory.

COMMUNICATIONS AND CO-OPERATION

17/20

Rating
Excellent: Co-operative and timely response to the User Department concerns.

Comments
Ownership and Lead Management within this company was readily available to address any complaints and or concerns, with no repeat occurrences.

OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS

17/20

Rating
Excellent: Proactive approach to oversight of Contract compliance. Compliance issues are resolved in a timely manner to the User Department's satisfaction and exceeds expectations in some areas.

Comments
All issues were resolved within a timely manner from transportation ownership within an 8hours of discovery. Outcome was improvements render to the County's satisfactory to provide great customer service to transporting the Employees and Jurors.

GENERAL COMMENTS

Comments
Not Specified