

Performance Evaluation Details

ID	E4
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	04/01/2025 to 06/30/2025
Effective Date	08/20/2025
Evaluation Type	Formal
Interview Date	08/20/2025
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	08/20/2025 02:41 PM EDT
Completion Date	08/20/2025 02:41 PM EDT
Evaluation Score	82

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

CSS responds well within the expected timeframe upon receiving a service request.

BUSINESS RELATIONS

17/20

Rating

Excellent: Response to inquiries and/or technical, service, administrative issues exceeds Government expectation.

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

14/20

Rating

Satisfactory: Minimal contract pricing issues, cost discrepancies identified by User Department that require explanation, cost/price issues resolved in timely manner.

Comments

CMF staff has noted several invoices that required pricing adjustments. The I would ask CSS to review invoices prior to submission.

GENERAL COMMENTS

Comments

Not Specified