

Performance Evaluation Details

ID	E5
Project	Gasoline and Diesel Fuel
Project Number	(NGFC) Contract #BL113-20
Supplier	James River Solutions
Supplier Project Contact	Hannah Johnston (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	01/01/2025 to 06/30/2025
Effective Date	07/30/2025
Evaluation Type	Formal
Interview Date	07/18/2025
Expectations Meeting Date	07/18/2025
Status	Completed
Publication Date	07/30/2025 03:45 PM EDT
Completion Date	07/30/2025 03:45 PM EDT
Evaluation Score	88

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

James Rivers Solutions consistently meets the contract requirements with regards to availability, response times, and pricing.

TIMELINESS OF PERFORMANCE

17/20

Rating

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

Comments

The ability to place orders at various quantities, locations, and/or product type does not impact performance levels from the vendor. Most deliveries are fulfilled as requested. Any delivery delays are communicated in a timely manner.

BUSINESS RELATIONS

17/20

Rating

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

Comments

Tracey Little and the accounting team are extremely responsive to any questions or concerns as it relates to invoicing, account statements, or discrepancies. The team works quickly and efficiently to resolve any issues.

CUSTOMER SATISFACTION

20/20

Rating

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

Comments

I am extremely pleased with the proactive communication with the dispatch team and the order request process. All requests for delivery are answered on the within the same business day. The delivery team does an exceptional job of communicating and providing delivery manifest logs.

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

Fuel pricing is consistent and in line with industry standards. Invoices are submitted within 48 hours of delivery to the appropriate point of contact. Monthly account statements are submitted for review. All disbursements are applied to our account accurately and timely so as not to affect the existing credit limit.

GENERAL COMMENTS

Comments

Not Specified