

## Performance Evaluation Details

|                                  |                                             |
|----------------------------------|---------------------------------------------|
| <b>ID</b>                        | E4                                          |
| <b>Project</b>                   | Advancing Health Literacy Grant             |
| <b>Project Number</b>            | 21RFP000026A-CJC                            |
| <b>Supplier</b>                  | The Black Cross, LLC                        |
| <b>Supplier Project Contact</b>  | Gail A Brooks (preferred language: English) |
| <b>Performance Program</b>       | Goods and Commodity Services                |
| <b>Evaluation Period</b>         | 01/01/2023 to 03/31/2023                    |
| <b>Effective Date</b>            | 06/27/2023                                  |
| <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>          | 06/27/2023 09:25 AM EDT                     |
| <b>Completion Date</b>           | 06/27/2023 09:25 AM EDT                     |
| <b>Evaluation Score</b>          | 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

<b>Excellent:</b> There are no, or very minimal, quality problems, and the Contractor has met the contract requirements.

Comments

The contractor Blk Cross Inc has shown improvement with each quarter in better understanding the contractual requirements and their scope of work. There have been minimal interruptions to their work flow and for the most part have corrected any problems that have arisen through the project.

### TIMELINESS OF PERFORMANCE

14/20

Rating

<b>Satisfactory:</b> There are no, or minimal, delays that impact achievement of contract requirements.

Comments

There have been minimal delays with fulfilling contractual obligations, there is typically a process that has to be followed in order to update content on the online HUB website. Blk Cross Inc has been able to minimize any delays once the full scope of the work required was understood.

### BUSINESS RELATIONS

17/20

Rating

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

Comments

The key personnel for the project as been responsive to requests by the User Department. Blk Cross Inc works to reconcile any concerns or issues raised by the User Department and other partners/stakeholders on the project.

### CUSTOMER SATISFACTION

17/20

Rating

<b>Excellent:</b> Contractor representative communicates routinely with the User Department, professional and responsive to User Department's request for information.

Comments

The Contractor's key personnel is highly communicative, professional and provides a high level of energy and enthusiasm for the project. The organization as a whole has been promptly responsive to information requests and does not hesitate to ask for clarity to assure everyone is a mutual understanding of the problems and solutions.

### COST CONTROL

17/20

Rating

<b>Excellent:</b> 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

The contractor Blk Cross Inc has provide detailed invoicing that is appropriate for the level of services they are providing. Invoices on submitted in a timely manner on a monthly basis.

### GENERAL COMMENTS

Comments

The Blk Cross Inc has been a relatively easy company to work with and the User Department has enjoyed their partnership and looks forward to their continued work throughout the life of the project.