

## Performance Evaluation Details

<b>ID</b>	E2
<b>Project</b>	PICKUP AND REMOVAL OF DECEASED REMAINS
<b>Project Number</b>	22ITB135453C-MH
<b>Supplier</b>	Thompsons Mortuary Services
<b>Supplier Project Contact</b>	Nykeya t thompson (preferred language: English)
<b>Performance Program</b>	Professional Services
<b>Evaluation Period</b>	04/01/2023 to 06/30/2023
<b>Effective Date</b>	09/19/2023
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	05/24/2023
<b>Expectations Meeting Date</b>	Not Specified
<b>Status</b>	Completed
<b>Publication Date</b>	09/19/2023 12:16 AM EDT
<b>Completion Date</b>	09/19/2023 12:16 AM EDT
<b>Evaluation Score</b>	76

### 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**

**14/20**

Rating <b>Satisfactory:</b> Project Management. Acceptable understanding of project objectives, risks and Contract requirements with some direction required from the User Department.

**Comments** Thompson should make a concerted effort to promptly address and resolve any issues or concerns in order to strengthen the overall rapport between the department and the vendor.

**SCHEDULE**

**14/20**

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

**Comments** Persist in efforts to improve response times, even in the face of company resource constraints.

**QUALITY OF DESIGN, REPORTS AND DELIVERABLES**

**17/20**

Rating <b>Excellent:</b> Deliverables exceed requirements in some areas and remainder of items delivered are high quality.

**Comments** Provides invoices and reports to the department in a sufficient timeframe.

**COMMUNICATIONS AND CO-OPERATION**

**17/20**

Rating <b>Excellent:</b> Co-operative and timely response to the User Department concerns.

**Comments** *Not Specified*

**OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS**

**14/20**

Rating <b>Satisfactory:</b> Issues of compliance with Contract documents were resolved in a timely manner to the the User Department's satisfaction.

**Comments** Strive to enhance the overall level of responsiveness in accordance with the defined scope of work detailed in the contract.

**GENERAL COMMENTS**

**Comments** *Not Specified*