

Performance Evaluation Details

ID	E1
Project	PRINTING & MAILING WATER AND SEWER BILLS
Project Number	20RFP0827C-MH
Supplier	Dovemailing Inc
Supplier Project Contact	Darrell L Coffee (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	01/01/2022 to 09/30/2022
Effective Date	10/18/2022
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	10/18/2022 03:23 PM EDT
Completion Date	10/18/2022 03:23 PM EDT
Evaluation Score	97

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

20/20

Rating Outstanding: The contractor has demonstrated an outstanding performance level, no quality problems, all performance/specification requirements met, minor problems, highly effective corrective actions.

Comments No issues noted, performance is meets or exceeds requirements.

TIMELINESS OF PERFORMANCE

20/20

Rating Outstanding: The contractor has demonstrated an outstanding performance level, significantly exceeded delivery requirements, all on-time deliveries to the Government's benefit.

Comments no issued noted

BUSINESS RELATIONS

17/20

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

Comments no issues noted. very good technically, little to no issues billing cycle to billing cycle.

CUSTOMER SATISFACTION

20/20

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

Comments Very responsive communication with Dove mailing,

COST CONTROL

20/20

Rating Outstanding: Compliance with contract pricing, all cost discrepancies are clearly identified with explanation; compliance with invoice submission requirements/price substantiation.

Comments US postage increases are the drivers of higher costs, not the vendor.

GENERAL COMMENTS

Comments *Not Specified*