

## Performance Evaluation Details

<b>ID</b>	E2
<b>Project</b>	Asphalt/Concrete Pavement Maintenance and Repair
<b>Project Number</b>	23ITB138287C-JNJ
<b>Supplier</b>	Complete Contracting Partners LLC
<b>Supplier Project Contact</b>	Quincy Collins (preferred language: English)
<b>Performance Program</b>	Goods and Commodity Services
<b>Evaluation Period</b>	04/01/2025 to 06/30/2025
<b>Effective Date</b>	08/14/2025
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	08/14/2025
<b>Expectations Meeting Date</b>	08/14/2025
<b>Status</b>	Completed
<b>Publication Date</b>	08/14/2025 11:19 AM EDT
<b>Completion Date</b>	08/14/2025 11:19 AM EDT
<b>Evaluation Score</b>	79

### 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

Excellent quality of service; no problems; corrects issues in a promptly manner. Spec and technical requirements are met with minor problems.

### TIMELINESS OF PERFORMANCE

14/20

Rating

**Satisfactory:** There are no, or minimal, delays that impact achievement of contract requirements.

Comments

Generally good timeliness. Some delays in starting projects, once NTP issued. NTP was given for Roswell Library striping, it took over 3 months to complete the job. North Annex curb painting was mostly complete but took over a month more for 100% completion.

### BUSINESS RELATIONS

14/20

Rating

**Satisfactory:** Response to inquiries and/or technical, service, administrative issues is consistently effective.

Comments

Generally good business relations; responds promptly to inquiries or changes. Delays in getting invoices/proposals in a timely manner; constant reminders are needed. Cleveland Library, i have still not received proposal after more than 2 months.

### 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

End users are satisfied, Highly professional and always available to end user or manager. In general responsive and communicates well. Employees are skilled, experts and experienced.

### 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

In general costs are within industry standards. If discrepancies occur or corrections are needed, they are promptly resolved. Costs comply with contract pricing.

### GENERAL COMMENTS

Comments

Generally, very good company but needs to improve invoice submittals and proposal submittals. Supervisions as well staff are experts, knowledgeable, effective and efficient.