

## Performance Evaluation Details

|                                  |  |
|----------------------------------|--|
| <b>ID</b>                        | E1   |
| <b>Project</b>                   | Uniforms Footwear and Duty Gear            |
| <b>Project Number</b>            | 23ITBC138578B-RT                           |
| <b>Supplier</b>                  | SMYRNA POLICE DISTRIBUTORS                 |
| <b>Supplier Project Contact</b>  | RONDA JACOBS (preferred language: English) |
| <b>Performance Program</b>       | Goods and Commodity Services               |
| <b>Evaluation Period</b>         | 08/07/2023 to 11/06/2023                   |
| <b>Evaluation Type</b>           | Formal                                     |
| <b>Interview Date</b>            | Not Specified                              |
| <b>Expectations Meeting Date</b> | Not Specified                              |
| <b>Status</b>                    | Draft                                      |
| <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** SPD provides quality products but sometimes they send inaccurate orders back to us and have poor quality stitching where the name on a shirt will unravel after one wash. Overall they do a good job.

**TIMELINESS OF PERFORMANCE**

**14/20**

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

**Comments** SPD has improved on the timeline to receive order but there is still at least a three to two month wait to receive items.

**BUSINESS RELATIONS**

**17/20**

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

**Comments** Ronda and Nick at SPD provide quality customer service and are quick to fix any issues we may have.

**CUSTOMER SATISFACTION**

**14/20**

Rating <b>Satisfactory:</b> Contractor representative is reasonably responsive to User Department request for information and professional.

**Comments** SPD communicates well with the department and if there are delays or issues they call and tell us.

**COST CONTROL**

**20/20**

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

**Comments** SPD does a great job with abiding by the contract pricing and making sure that the invoices are correct. They give us credit back when issues arise.

**GENERAL COMMENTS**

**Comments** *Not Specified*