

## Performance Evaluation Details

<b>ID</b>	E3
<b>Project</b>	Alternative Senior Transportation Services
<b>Project Number</b>	21RFP000016A-CJC
<b>Supplier</b>	Common Courtesy, Inc.
<b>Supplier Project Contact</b>	Bob Carr (preferred language: English)
<b>Performance Program</b>	Goods and Commodity Services
<b>Evaluation Period</b>	07/01/2023 to 09/30/2023
<b>Effective Date</b>	10/02/2023
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	10/02/2023
<b>Expectations Meeting Date</b>	Not Specified
<b>Status</b>	Completed
<b>Publication Date</b>	10/02/2023 08:07 AM EDT
<b>Completion Date</b>	10/02/2023 08:07 AM EDT
<b>Evaluation Score</b>	85

### 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

*Not Specified*

### TIMELINESS OF PERFORMANCE

17/20

Rating

<b>Excellent:</b> There are no delays and the contractor has exceeded the agreed upon time schedule.

Comments

*Not Specified*

### BUSINESS RELATIONS

17/20

Rating

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

Comments

*Not Specified*

### 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

*Not Specified*

### 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

*Not Specified*

### GENERAL COMMENTS

Comments

*Not Specified*