

Performance Evaluation Details

ID	E2
Project	Mail Services Operation
Project Number	24ITB143254C-JH
Supplier	more business solutions
Supplier Project Contact	paul jackson (preferred language: English)
Performance Program	Professional Services
Evaluation Period	04/01/2025 to 06/30/2025
Effective Date	07/02/2025
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	07/02/2025 06:18 PM EDT
Completion Date	07/02/2025 06:18 PM EDT
Evaluation Score	100

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

20/20

Rating

Outstanding: Project Management practices that exceed in the areas of scope, schedule, budget, quality of work and risk/issue management. Complete understanding of project objectives, risks and Contract requirements.

Comments

Contractor, More Business Solutions, continues to provide outstanding project management practices. There have been no problems with meeting and well as the work quality is always outstanding during this quarter. All requirements of the contract are met consistently. More often than not, the contractor always provides effective solutions to minor problems that arise due to a user department's request.

SCHEDULE

20/20

Rating

Outstanding: Delivered ahead of original completion date with significant effort by Consultant to exceed project milestone dates or ahead of schedule with increased scope. Proactive approach to monitoring and forecasting of project schedule.

Comments

The contractor has consistently met and exceeded the delivery requirements, going above the contract requirements at times to respond to some user departments requests. More Business Solutions project manager, on site manager and team continuously demonstrate outstanding performance and strive with all diligence to exceed delivery requirements. They go beyond what is expected when meeting completion dates and project milestones.

QUALITY OF DESIGN, REPORTS AND DELIVERABLES

20/20

Rating

Outstanding: Extraordinary quality of deliverables that exceeds requirements in all areas and finished product presents a degree of innovation in work.

Comments

The contractor's response to inquiries and service requests has continued to be timely and exceeds that which is expected or required by the contract. They are very familiar with the contract terms and expectations and consistent in adhering to contract specifications with regard to reports, timely pickup and delivery of mail, and assisting the various County departments with their mail service needs.

COMMUNICATIONS AND CO-OPERATION

20/20

Rating

Outstanding: Co-operative and proactive response to User Department concerns at all times. Innovative communication approaches with the User Department's team.

Comments

There have been no written or verbal complaints received regarding the contractor during this quarter. They are an outstanding partner to work with and have provided outstanding service at a professional level. User departments at times request services outside of the contract terms and the contractor never acts on those requests without notifying DREAM and determining if it is possible to respond to the requests. Always very conscientious of the contract terms and professional in relaying information to user departments.

OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS

20/20

Rating

Outstanding: Outstanding oversight of the Contractor and ability to bring the Contractor into compliance in an expedited manner.

Comments

Always compliant with contract pricing. Any cost discrepancies, which are very minimal, are clearly identified by the contractor. Always compliant with invoice submission requirements and pricing.

GENERAL COMMENTS

Comments

The contractor adheres to contract pricing. Any minor discrepancies, such as minimal changes made by user departments in funding lines for postage charges, are promptly addressed and changes immediately entered in the system. Invoices are consistently submitted on time and in compliance with contract requirements, without errors.