

## Performance Evaluation Details

|                                  |                                            |
|----------------------------------|--------------------------------------------|
| <b>ID</b>                        | E7                                         |
| <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>         | 04/01/2024 to 06/30/2024                   |
| <b>Effective Date</b>            | 08/23/2024                                 |
| <b>Evaluation Type</b>           | Formal                                     |
| <b>Interview Date</b>            | 07/10/2024                                 |
| <b>Expectations Meeting Date</b> | Not Specified                              |
| <b>Status</b>                    | Completed                                  |
| <b>Publication Date</b>          | 08/23/2024 08:28 AM EDT                    |
| <b>Completion Date</b>           | 08/23/2024 08:28 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

**Excellent:** 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

**Excellent:** There are no delays and the contractor has exceeded the agreed upon time schedule.

Comments

*Not Specified*

### BUSINESS RELATIONS

17/20

Rating

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

Comments

*Not Specified*

### 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

*Not Specified*

### 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

*Not Specified*

### GENERAL COMMENTS

Comments

*Not Specified*