

## Performance Evaluation Details

<b>ID</b>	E3
<b>Project</b>	PRINTING & MAILING WATER AND SEWER BILLS
<b>Project Number</b>	20RFP0827C-MH
<b>Supplier</b>	Dovemailing Inc
<b>Supplier Project Contact</b>	Darrell L Coffee (preferred language: English)
<b>Performance Program</b>	Goods and Commodity Services
<b>Evaluation Period</b>	07/01/2023 to 09/30/2024
<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>	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** Printed bills are very good quality and meet our standards. The vendor has demonstrated a high degree of professionalism and technical competence.

**TIMELINESS OF PERFORMANCE**

**17/20**

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

**Comments** Dove handles all jobs within agreed upon time frames. Bill print files are processed very promptly. Requested programing changes are engineered, tested and implemented very promptly.

**BUSINESS RELATIONS**

**17/20**

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

**Comments** Dove's staff has been very responsive to all of our inquiries. There have been no problems noted.

**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** Dove has been very helpful with designing, testing and implementing various modifications of the processes. Their responsiveness has allowed us to improve our internal processes, resulting in enhancements in customer service.

**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** The vendor has been in compliance with the contract pricing. We have had no issues with invoicing.

**GENERAL COMMENTS**

**Comments** Dove Printing has been a good partner with Water and Sewer Billing.