

Performance Evaluation Details

ID	E2
Project	Carpet, Carpet Tile Installation and Repair Services Countywide
Project Number	23ITB138805C-GS
Supplier	HPI Floors, LLC
Supplier Project Contact	Ryan L Baldwin (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2025 to 06/30/2025
Effective Date	07/09/2025
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	07/09/2025 08:18 AM EDT
Completion Date	07/09/2025 08:18 AM EDT
Evaluation Score	79

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

There are no quality problems, or they are very minimal, and the Contractor has fulfilled the contract requirements.

TIMELINESS OF PERFORMANCE

14/20

Rating

Satisfactory: There are no, or minimal, delays that impact achievement of contract requirements.

Comments

There are no significant delays that affect the fulfillment of contract requirements.

BUSINESS RELATIONS

17/20

Rating

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

Comments

Excellent: The response to inquiries, as well as technical, service, and administrative issues, not only meets but goes beyond government expectations. This level of performance demonstrates a commitment to quality service and continuous improvement.

CUSTOMER SATISFACTION

14/20

Rating

Satisfactory: Contractor representative is reasonably responsive to User Department request for information and professional.

Comments

The contractor representative demonstrates a strong responsiveness to requests for information from the User Department, consistently reflecting a professional approach. This positive communication fosters collaboration and enhances the overall working relationship.

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

Ensured compliance with contract pricing. Minor cost discrepancies identified by the User Department were addressed promptly, and cost/price issues were resolved quickly. Invoice submissions were monitored for compliance, with corrections being swiftly implemented.

GENERAL COMMENTS

Comments

Not Specified