

Performance Evaluation Details

ID	E6
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	04/01/2026 to 06/30/2026
Effective Date	07/01/2026
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	07/01/2026 01:17 PM EDT
Completion Date	07/01/2026 01:17 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 MANAGEMENT20/20

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	Supplier, More Business Solutions, exceeded expectations in the area of project management practices during this evaluation period. There have been no problems with requested meetings and responsiveness. The work quality was outstanding during this reporting period. All requirements of the contract are met consistently. The contractor completely understands the project objectives, thereby adhering to the scope of work and continuously meeting the adopted schedules for mail runs, processing and reporting. The quality of work has not been less than outstanding this quarter.

SCHEDULE20/20

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 supplier 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. Always responsive and readily available to address concerns or requests.

QUALITY OF DESIGN, REPORTS AND DELIVERABLES20/20

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

Comments

The supplier's response to inquiries and service requests continues to be timely and exceeds that which is expected or required by the contract. This is a service contract and the deliverables are picking up and delivering internal mail, processing mail for delivery or pickup by the USPS, courier service to County facilities, and monthly reporting of postage costs. The quality of the service continues to be outstanding. 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. Very knowledgeable and informative of the mail process which has proven invaluable to the user departments seeking advice on postal services and printing processes.

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 has been only one written or verbal complaint received regarding the supplier during this reporting period, due to a miscalculation of total pieces of mail for one user department. The supplier immediately responded with an explanation for the error and corrected the report for resubmission. 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. Oversight of the contractor has been without issue. Contractor is always compliant with invoice submission requirements and pricing.

GENERAL COMMENTS**Comments**

The supplier always performs at an outstanding level as it relates to adhering to contract terms and scope of work. They continue to provide service that is above reproach and respond expeditiously and professionally. There have been no issues with compliance to the contract during this reporting period.