

Performance Evaluation Details

ID	E2
Project	PRINTING & MAILING WATER AND SEWER BILLS
Project Number	20RFP0827C-MH
Supplier	Dovemailing Inc
Supplier Project Contact	Darrell L Coffee (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	10/01/2022 to 06/30/2023
Effective Date	09/13/2023
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	09/13/2023 01:03 PM EDT
Completion Date	09/13/2023 01:03 PM EDT
Evaluation Score	100

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

20/20

Rating
Outstanding: The contractor has demonstrated an outstanding performance level, no quality problems, all performance/specification requirements met, minor problems, highly effective corrective actions.
Comments Outstanding service, vendor understands deliverables, project timelines, etc.

TIMELINESS OF PERFORMANCE

20/20

Rating
Outstanding: The contractor has demonstrated an outstanding performance level, significantly exceeded delivery requirements, all on-time deliveries to the Government's benefit.
Comments No issues noted with vendor delivering once information is forwarded to Dove.

BUSINESS RELATIONS

20/20

Rating
Outstanding: The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent".
Comments No issues noted

CUSTOMER SATISFACTION

20/20

Rating
Outstanding: Contractor representative proactively communicates performance/specification issues to the User Department, highly professional and responsive.
Comments Outstanding - vendor communicates with the County timely , responsive, no issues noted.

COST CONTROL

20/20

Rating
Outstanding: Compliance with contract pricing, all cost discrepancies are clearly identified with explanation; compliance with invoice submission requirements/price substantiation.
Comments we've had no out of scope issues with vendor.

GENERAL COMMENTS

Comments *Not Specified*