

Performance Evaluation Details

ID	E1
Project	Mail Services Operation
Project Number	21ITB130203C-MH
Supplier	more business solutions
Supplier Project Contact	paul jackson (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2022 to 06/30/2022
Effective Date	07/05/2022
Evaluation Type	Formal
Interview Date	06/23/2022
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	07/05/2022 12:47 PM EDT
Completion Date	07/05/2022 12:47 PM EDT
Evaluation Score	94

Related Documents

Related Documents	Size	Uploaded Date
Professional Services CPR 5-2-22-1.pdf [pdf]	1 Mb	06/23/2022 03:59 PM EDT

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

The vendor is very effective in at providing timely services and responding to last minute requests for major mailing projects. There have been no delays in mail processing and delivery during this reporting period due to the technical expertise and diligence of the personnel. Achieves contract requirements more than 95% of the time.

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

The vendor achieves contract requirements 100% of the time and is very responsive to requests for changes to processes to ensure proper chargebacks for services.

BUSINESS RELATIONS

17/20

Rating

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

Comments

During this reporting period vendor was very responsive to inquiries by DREAM or other user departments relating to mail processing and delivery. Vendor provides DREAM with prompt notification of any problems and where possible offers solutions to resolve any issues.

CUSTOMER SATISFACTION

20/20

Rating

Outstanding: Contractor representative proactively communicates performance/specification issues to the User Department, highly professional and responsive.

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

Expectations as specified in the contract were met during the reporting period, within prescribed budget. Invoicing is always accurate and there were no substitutions added to invoices.

GENERAL COMMENTS

Comments

Overall the vendor is very responsive and diligent in maintaining compliance with the specifications of the contract. The vendor goes above and beyond stated expectations to provide assistance to other County departments in the area of mail services as well as printing. They are effective in meeting deadlines and working with departments to resolve mail service issues. They are an excellent partner with DREAM in providing Countywide mail services.