

Performance Evaluation Details

ID	E4
Project	Maintenance and Testing of Fire-Intrusion Alarm Systems
Project Number	19ITB118742C-BKJ
Supplier	Entec Systems, Inc.
Supplier Project Contact	Jared Coile (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	01/01/2023 to 03/31/2023
Effective Date	04/06/2023
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	04/06/2023 08:09 AM EDT
Completion Date	04/06/2023 08:09 AM EDT
Evaluation Score	82

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

Vendor met the quality requirements for the service most of the time. There were no instances of not having sufficient information in the report, and the reports were comprehensive and timely.

TIMELINESS OF PERFORMANCE

17/20

Rating

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

Comments

Vendor completed the work always in time and as scheduled. There has been no instance of any serious delay in starting the work or delay in completion of work. There were delays resulting from supply chain issues and the vendor always kept the customer/Contract Manager updated, of the process

BUSINESS RELATIONS

14/20

Rating

Satisfactory: Response to inquiries and/or technical, service, administrative issues is consistently effective.

Comments

Vendor provided services when required and as scheduled. Vendor response to inquiries related to work or technical aspects of the services were satisfactory. However slight effort in this matter from the vendor's side can make excellent results

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

Vendor's performance resulted in excellent customer satisfaction. Vendor's response to inquiries were timely and mostly professional. There has been no recall on the work completed by the vendor.

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

Vendor always complied with the pricing in the ITB. Invoices were accurate and were submitted in time or as requested by the County representative. There has been no instance of a dispute about the charges in any invoice

GENERAL COMMENTS

Comments

Vendor is efficient and professional in in work and is recommended for continued engagement