Performance Evaluation Details

ID E4

Project Sewer Line Chemical Root Control Services

Project Number 22ITB075A-KM

Supplier Duke's Root Control, Inc.

Supplier Project Contact Valerie Kielp (preferred language: English)

Performance ProgramGoods and Commodity ServicesEvaluation Period07/18/2025 to 09/16/2025

Effective Date 10/07/2025

Evaluation Type Formal

Interview Date Not Specified

Expectations Meeting Date Not Specified

Status Completed

 Publication Date
 10/07/2025 10:30 AM EDT

 Completion Date
 10/07/2025 10:30 AM EDT

Evaluation Score 91

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 No problems meeting performance requirements.

TIMELINESS OF PERFORMANCE

17/20

Rating

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

time schedule.

Comments First invoice was combined for Nort and South. They will revise and separate in

the future.

BUSINESS RELATIONS 17/20

Rating

Excellent: Response to inquiries and/or technical, service, administrative issues

exceeds Government expectation.

Comments Excellent response to any issues.

CUSTOMER SATISFACTION 20/20

Rating

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

responsive.

Comments Highly responsive.

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 Excellent, just needed to split between North and South work.

GENERAL COMMENTS

Comments Not Specified