

## Performance Evaluation Details

|                                  |                                             |
|----------------------------------|---------------------------------------------|
| <b>ID</b>                        | E4                                          |
| <b>Project</b>                   | Sewer Line Chemical Root Control Services   |
| <b>Project Number</b>            | 22ITB075A-KM                                |
| <b>Supplier</b>                  | Duke's Root Control, Inc.                   |
| <b>Supplier Project Contact</b>  | Valerie Kielp (preferred language: English) |
| <b>Performance Program</b>       | Goods and Commodity Services                |
| <b>Evaluation Period</b>         | 07/18/2025 to 09/16/2025                    |
| <b>Effective Date</b>            | 10/07/2025                                  |
| <b>Evaluation Type</b>           | Formal                                      |
| <b>Interview Date</b>            | Not Specified                               |
| <b>Expectations Meeting Date</b> | Not Specified                               |
| <b>Status</b>                    | Completed                                   |
| <b>Publication Date</b>          | 10/07/2025 10:30 AM EDT                     |
| <b>Completion Date</b>           | 10/07/2025 10:30 AM EDT                     |
| <b>Evaluation Score</b>          | 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*