

Performance Evaluation Details

ID	E1
Project	Sewer Line Chemical Root Control Services
Project Number	22ITB075A-KM
Supplier	Duke's Root Control, Inc.
Supplier Project Contact	Lisa Schaefer (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2023 to 08/31/2023
Effective Date	09/26/2023
Evaluation Type	Formal
Interview Date	09/20/2023
Expectations Meeting Date	09/20/2023
Status	Completed
Publication Date	09/26/2023 10:00 PM EDT
Completion Date	09/26/2023 10:00 PM EDT
Evaluation Score	79



10/11/2023

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 Acceptable

TIMELINESS OF PERFORMANCE

17/20

Rating Excellent: There are no delays and the contractor has exceeded the agreed upon time schedule.
Comments *Not Specified*

BUSINESS RELATIONS

14/20

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

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 Acceptable

COST CONTROL

14/20

Rating Satisfactory: Minimal contract pricing issues, cost discrepancies identified by User Department that require explanation, cost/price issues resolved in timely manner.
Comments Acceptable

GENERAL COMMENTS

Comments Good Contractor