



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/22	8/31/22	1/1/22	12/31/22
Purchaser Order Number		Purchase Order Date	
22SCORKIN133014C-MH		01/24/22	
Department			
Real Estate and Asset Management			
Bid Number	Service Commodity		
NJPA Contract #110916-ORK	Pest Control Services		
Contractor			

Orkin, LLC

Performance Rating

0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.
1 = Poor	Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customer somewhat satisfied.
2 = Satisfactory	Archives contract requirements 80% of the time. Generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.
3 = Good	Archives contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied
4 = Excellent	Archives contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers expectations are exceeded.

1. Quality of Goods/Services

(Specification Compliance – Technical Excellence –
Reports/Administration – Personnel Qualification)

☐	0	Orkin exterminators and other staff are extremely knowledgeable, responsible and capable. They have met expectation.
☐	1	
☐	2	
☐	3	
☒	4	

2. Timeliness of Performance

(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)

☐	0	Orkins staff perform the job in timely manner and communicate the information in timely manner.
☐	1	
☐	2	
☒	3	
☐	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	They are responsive to the inquiries and service requests etc. They are available by phone or email during normal business hours, and typically response to request on same day or next day.
☐	1	
☐	2	
☐	3	
☒	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	Orkin invoices are timely and accurate.
☐	1	
☐	2	
☒	3	
☐	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Orkin provides excellent supervision of staff that is conducting the work in County buildings and facilities.
☐	1	
☐	2	
☐	3	
☒	4	

Overall Performance Rating	3.60	Date	9/1/22
Would you select/recommend this vendor again?	☒ Yes	☐ No	
Rating completed by:	Shaista Begum		
Department Head Name:	Joseph N. Davis		
Department Head Signature			

After completing the form:
 Submit to Purchasing
 Print a copy for your records
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