

Performance Evaluation Details

ID	E1
Project	Pest Control Services
Project Number	RFP#042821-ORK
Supplier	Orkin LLC
Supplier Project Contact	Louis Beard (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2023 to 06/30/2023
Effective Date	08/23/2023
Evaluation Type	Formal
Interview Date	08/23/2023
Expectations Meeting Date	08/23/2023
Status	Completed
Publication Date	08/23/2023 11:24 AM EDT
Completion Date	08/23/2023 11:24 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 Orkin exterminators and other staff are knowledgeable about their products and responsible and capable. They have met expectations.

TIMELINESS OF PERFORMANCE

17/20

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

Comments Orkin is able to perform work orders in a timely fashion. They are available even after hours and meet work orders timeline as needed.

BUSINESS RELATIONS

20/20

Rating Outstanding: The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent".

Comments Orkin's staff is available by phone or email during normal business hours, and typically responds to requests within an hour.

CUSTOMER SATISFACTION

20/20

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

Comments Orkin addresses all needs and concerns in a timely manner and supports any requirements swiftly and accurately.

COST CONTROL

14/20

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

Comments Orkin provides all material as per contract terms.

GENERAL COMMENTS

Comments Orkin provides excellent supervision of staff that is conducting the work in County buildings and facilities.