Performance Evaluation Details

ID E4

ProjectPest Control ServicesProject NumberRFP#042821-ORK

Supplier Orkin LLC

Supplier Project Contact Louis Beard (preferred language: English)

Performance ProgramGoods and Commodity ServicesEvaluation Period01/01/2025 to 03/31/2025

 Effective Date
 05/05/2025

 Evaluation Type
 Formal

 Interview Date
 05/05/2025

Expectations Meeting Date 05/05/2025
Status 05/05/2025

 Publication Date
 05/05/2025 08:01 PM EDT

 Completion Date
 05/05/2025 08:01 PM EDT

Evaluation Score 85

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 Orkin exterminators and other staff are responsible and capable. They have met

expectations and needs.

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 manner.

BUSINESS RELATIONS 17/20

Rating

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

exceeds Government expectation.

Comments Orkin's staff is available by phone or email during normal business hours, and

typically response to request on same day or within 24 hours.

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 Orkin invoices are timely and accurate.

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 Orkins honor contract prices and doesn't overcharge for emergency services.

GENERAL COMMENTS

Comments Orkin provides excellent supervision of staff who are conducting the work in

County buildings and facilities. Their reports and personnel are accessible as needed. They maintain good business relation and meet county pest needs in

timely manner.