

Performance Evaluation Details

ID	E2
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	01/01/2024 to 06/30/2024
Effective Date	08/08/2024
Evaluation Type	Formal
Interview Date	08/08/2024
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	08/08/2024 04:20 PM EDT
Completion Date	08/08/2024 04:20 PM EDT
Evaluation Score	82

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 fashion.

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

14/20

Rating
Satisfactory: Contractor representative is reasonably responsive to User Department request for information and professional.

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.