DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT PROFESSIONAL SERVICES

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Report Period Start	Report Period End		Contract Period Start	Contract Period End	
07/01/2021	12/31/2021		04/04/2017	04/03/2022	
PO Number				PO Date	
PO 540 21SC124480K-DB				02/17/2021	
Department	Public Works		ya a a a a a a a a a a a a a a a a a a		
Bid Number	16RFP071816K-DJ				
Service Commodity	Operation & Maintenance Services for Camp Creek Managed Assets				
Contractor	Veolia Water North America-South, LLC				
0 = Unsatisfactory	Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.				
1 = Poor	Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.				
2 = Satisfactory	Achieves 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	Achieves 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	Achieves 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)

	Comments:
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0 0 1	Meets and exceeds requirements of the contract routinely. Provides reports in accurate and timely manner. Meets permit requirements.
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O^2	Veolia has exceptional skilled staff and has no noncompliance in years.
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2. Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

Comments:

O 0	Veolia continuously makes improvements in plants and pump stations operations and maintenance.
O 1	Very responsive in emergencies and during construction. Meets all the contract requirements.
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O 3	
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Provides all necessary information in timely manner. Provides quick response to customer requests and inquiries. Veolia has an very good public relations program . Provides quick response to customer requests and inquiries. Veolia has an very good public relations program . Provides quick response to customer requests and inquiries. Veolia has an very good public relations program . Comments: On the comments of the provided public relations on the Specification - Within Budget - Proper Invoicing - No Substitutions) Comments: On the comments of the provided public relationship in the substitutions on time. On the comments of the provided public relationship in the substitutions of the provided public relationship in the substitutions of the provided public relationship in the substitutions of the substitutions	Business Relations (-Responsiveness to Inc	uiries - Prompt Problem Notifica	tions)					
Provides quick response to customer requests and inquiries. Veolia has an very good public relations program. Lustomer Satisfaction (-Met User Quality Expections - Met Specification - Within Budget - Proper Invoicing - No Substitutions) Comments: Meets and exceeds NPDES permit and Maintenance requirements with in Budget. Veolia needs improvements in invoicing on time. Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed) Comments: All personnel are experienced and very responsive, meet and exceed contractual requirements for staffing. Provides quick response to customer requests and inquiries. Veolia needs improvements in invoicing on time. Rating completed by: O P Shukla, Operations Administrator pate by: O P Shukla, Operations Administrator pate by: O P Shukla, Special pate pate by: O P Shukla, Operations Administrator pate by: O P Shukla, Special pate pate pate by: O P Shukla, Special pate pate pate pate pate pate pate pate	Comments:	Comments:						
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