

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

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			
Bid Number	16RFP071816K-DJ			
Service Commodity	Operation & Maintenance Services for Camp Creek Managed Assets			
Contractor	Veolia Water North America-South, LLC			

0 = Unsatisfactory	<i>Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.</i>
1 = Poor	<i>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.</i>
2 = Satisfactory	<i>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.</i>
3 = Good	<i>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.</i>
4 = Excellent	<i>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.</i>

1. Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

Comments:

<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4	Meets and exceeds requirements of the contract routinely. Provides reports in accurate and timely manner. Meets permit requirements. 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:

<input type="radio"/> 0 <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input checked="" type="radio"/> 4	Veolia continuously makes improvements in plants and pump stations operations and maintenance. Very responsive in emergencies and during construction. Meets all the contract requirements.
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3. Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

Comments:

- 0
- 1
- 2
- 3
- 4

Provides all necessary information in timely manner.
 Provides quick response to customer requests and inquiries.
 Veolia has an very good public relations program .

4. Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

Comments:

- 0
- 1
- 2
- 3
- 4

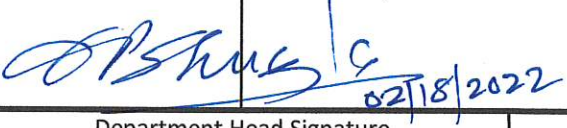

Meets and exceeds NPDES permit and Maintenance requirements with in Budget.
 Veolia needs improvements in invoicing on time.

5. Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)

Comments:

- 0
- 1
- 2
- 3
- 4

All personnel are experienced and very responsive, meet and exceed contractual requirements for staffing.

Overall Performance Rating:		3.8	
Would you select/recommend this vendor again? (Check box for Yes. Leave Blank for No)		Rating completed by: O P Shukla, Operations Administrator	
<input checked="" type="radio"/> Yes <input type="radio"/> No		 02/18/2022	
Department Head Name		Department Head Signature	Date
David Clark			February 18, 2022