

Performance Evaluation Details

ID	E3
Project	Sewer Line Chemical Root Control Services
Project Number	22ITB075A-KM
Supplier	Duke's Root Control, Inc.
Supplier Project Contact	Valerie Kiepl (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	09/01/2024 to 09/30/2024
Effective Date	10/10/2024
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	10/10/2024 05:01 PM EDT
Completion Date	10/10/2024 05:01 PM EDT
Evaluation Score	85



10/15/24

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 *Not Specified*

TIMELINESS OF PERFORMANCE

17/20

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

Comments *Not Specified*

BUSINESS RELATIONS

17/20

Rating **Excellent:** Response to inquiries and/or technical, service, administrative issues exceeds Government expectation.

Comments *Not Specified*

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 *Not Specified*

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 *Not Specified*

GENERAL COMMENTS

Comments *Not Specified*