

Performance Evaluation Details

ID	E1
Project	Pest Control
Project Number	#012825-ORK
Supplier	Orkin LLC
Supplier Project Contact	Louis Beard (preferred language: English)
Performance Program	Professional Services
Evaluation Period	04/01/2025 to 06/30/2025
Effective Date	08/22/2025
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	08/22/2025 11:34 AM EDT
Completion Date	08/22/2025 11:34 AM EDT
Evaluation Score	79

Related Documents

There are no documents associated with this Performance Evaluation

OVERALL RATING GUIDE - PROFESSIONAL SERVICES

Evaluation Score Range
Outstanding = 90-100%
Excellent = 80-89%
Satisfactory = 70-79%
Needs Improvement = 50-69%
Unsatisfactory = -50%

PROJECT MANAGEMENT

14/20

Rating

Satisfactory: Project Management. Acceptable understanding of project objectives, risks and Contract requirements with some direction required from the User Department.

Comments

Orkin provides great project management, providing pest control services for multiple Fulton County facilities in timely manner and also provide written reports and assessments as needed.

SCHEDULE

17/20

Rating

Excellent: Delivered ahead of original completion date with some effort by Consultant to meet or exceed project milestone dates, or on original schedule with increased scope. At times, proactive approach to monitoring and forecasting of project schedule.

Comments

Orkins usually provide treatments in timely manners, they have scheduled multiple facilities treatment on time and also available to provide treatments in emergency as needed.

QUALITY OF DESIGN, REPORTS AND DELIVERABLES

14/20

Rating

Satisfactory: Deliverables meet requirements and have an average number of issues on reports and deliverables.

Comments

Orkin exterminators and other staff are responsible and capable. They have met expectations and needs of county.

COMMUNICATIONS AND CO-OPERATION

17/20

Rating

Excellent: Co-operative and timely response to the User Department concerns.

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.

OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS

17/20

Rating

Excellent: Proactive approach to oversight of Contract compliance. Compliance issues are resolved in a timely manner to the User Department's satisfaction and exceeds expectations in some areas.

Comments

Orkin manager is aware of contracts clause and requirements and stay in compliance.

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.