

Performance Evaluation Details

ID	E1
Project	Tree Removal Services Countywide
Project Number	22ITB134949C-GS
Supplier	Arborserv
Supplier Project Contact	Darryl A. Dorton (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	01/01/2023 to 03/31/2023
Effective Date	05/15/2023
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	05/15/2023 03:44 PM EDT
Completion Date	05/15/2023 03:44 PM EDT
Evaluation Score	100

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

20/20

Rating

Outstanding: The contractor has demonstrated an outstanding performance level, no quality problems, all performance/specification requirements met, minor problems, highly effective corrective actions.

Comments

This vendor is outstanding, all work exceeded expectations. Any issues are addressed immed

TIMELINESS OF PERFORMANCE

20/20

Rating

Outstanding: The contractor has demonstrated an outstanding performance level, significantly exceeded delivery requirements, all on-time deliveries to the Government's benefit.

Comments

The vendor is able to work under short notice to satisfy last minute request for the removal of dead or dying trees

BUSINESS RELATIONS

20/20

Rating

Outstanding: The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent".

Comments

Mr. Dorton is always available and responsive and returns call immediately.

CUSTOMER SATISFACTION

20/20

Rating

Outstanding: Contractor representative proactively communicates performance/specification issues to the User Department, highly professional and responsive.

Comments

Mr. Dorton teams, staff, and work crews are very responsive.

COST CONTROL

20/20

Rating

Outstanding: Compliance with contract pricing, all cost discrepancies are clearly identified with explanation; compliance with invoice submission requirements/price substantiation.

Comments

The vendor prices and estimates confirm to the contract terms.

GENERAL COMMENTS

Comments

Arbor Serv is an outstanding vendor