

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
OTHER SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2021	5/31/2021	1/1/2021	12/31/2021
PO Number			PO Date
19ITB120723A-FB(...			3/5/2021
Department	Public Works		
Bid Number	19ITB120723A-FB		
Service Commodity	Sewer System Chemical Root Control Services		
Contractor	Dukes Root Controls, Inc		

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)

- ☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

Dukes quality of work is good

2. Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

- ☐ 0
☐ 1
☒ 2
☐ 3
☐ 4

Comments:

Dukes timeliness and response time is satisfactory.

3. Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

- ☐ 0
☐ 1

Comments:

- ☒ 2
☐ 3
☐ 4

Dukes response to inquiry is not always timely.

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

- ☐ 0
☐ 1
☐ 2
☒ 3
☐ 4

Comments:

Work performance is within budget but invoicing can be slow at times.

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

- ☐ 0
☐ 1
☐ 2
☐ 3
☒ 4

Comments:

Key personnel have the appropriate experience to perform the job.

Overall Performance Rating:

Would you select/recommend this vendor again?
 (Check box for Yes. Leave Blank for No)

☒ Yes ☐ No

Rating completed by:

Department Head Name

Department Head Signature

Date

David Clark



6/11/2021