



DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

GOODS AND COMMODITIES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
4/1/2022	8/31/2022	1/1/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
081222-1108		8/12/2022	
Department			
Real Estate and Asset Management			
Bid Number		Service Commodity	
20ITB125835C-GS		Carpet Tile Installation and Repair Services	
Contractor			
Bonitz, Inc.			

Performance Rating

0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.
1 = Poor	Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customer somewhat satisfied.
2 = Satisfactory	Archives 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.
3 = Good	Archives 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
4 = Excellent	Archives 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.

1. Quality of Goods/Services	(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification)
☐ 0	The contractor so far is meeting service expectations in replacing carpet on the 5th floor of the Justice Tower.
☐ 1	
☐ 2	
☒ 3	
☐ 4	

2. Timeliness of Performance	(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)
☐ 0	Bonitz has a great response time and on time with all estimates.
☐ 1	
☐ 2	
☒ 3	
☐ 4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	The Contractor has a great work relation with the County.
☐	1	
☐	2	
☒	3	
☐	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
	0	The Contractor is good with all invoicing and estimates.
	1	
☐	2	
☒	3	
☐	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Bonitz's staff is knowledgeable and has great supervision.
☐	1	
☐	2	
☒	3	
☐	4	

Overall Performance Rating	3.00	Date	9/1/2022
Would you select/recommend this vendor again?	☒ Yes	☐ No	
Rating completed by:	Vijay Nair		
Department Head Name:	Joseph Davis		
Department Head Signature	<i>Joseph Davis</i>		

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DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
4/1/2022	6/30/2022	1/1/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
030722-0322		3/7/2022	
Department			
Real Estate and Asset Management			
Bid Number		Service Commodity	
20ITB125835C-GS		Carpet Tile Installation and Repair Services	
Contractor			
Prime Contractors, Inc.			
Performance Rating			
0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.		
1 = Poor	Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customer somewhat satisfied.		
2 = Satisfactory	Archives 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.		
3 = Good	Archives 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		
4 = Excellent	Archives 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.		
1. Quality of Goods/Services		(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification)	
☐	0	Prime Contractors is highly competent in customers satisfaction.	
☐	1		
☐	2		
☒	3		
☐	4		
2. Timeliness of Performance		(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)	
☐	0	Prime Contractor has a great response time and on time with all estimates.	
☐	1		
☐	2		
☒	3		
☐	4		

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Prime Contractors has a great working relation with the County and very responsible.
☐	1	
☐	2	
☒	3	
☐	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	Prime Contractors is good with all invoicing but sometimes prices is a little higher compared to other vendors.
☐	1	
☐	2	
☒	3	
☐	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Prime Contractors personnel is very skillful has a good management.
☐	1	
☐	2	
☒	3	
☐	4	

Overall Performance Rating	3.00	Date	7/26/2022
Would you select/recommend this vendor again?	☒ Yes	☐ No	
Rating completed by:	Michael Young		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

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CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
4/1/2022	6/30/2022	1/1/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
031522-0396		3/15/2022	
Department			
Real Estate and Asset Management			
Bid Number		Service Commodity	
20ITB125835C-GS		Carpet Tile Installation and Repair Services	
Contractor			
HPI Floor, Inc.			
Performance Rating			
0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.		
1 = Poor	Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customer somewhat satisfied.		
2 = Satisfactory	Archives 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.		
3 = Good	Archives 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		
4 = Excellent	Archives 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.		
1. Quality of Goods/Services		(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification)	
☐	0	The vendor is fully compliant with the technical and commercial specifications in the ITB. Vendors administration and reporting in contract execution is very good. Technicians possess necessary knowledgeing the work.	
☐	1		
☐	2		
☒	3		
☐	4		
2. Timeliness of Performance		(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)	
☐	0	Completed work in a timely manner meeting deadlines and schedules. Vendor was communicative and very responsive to directions.	
☐	1		
☐	2		
☒	3		
☐	4		

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Vendor maintained excellent written and telephone communication with the Contract Manager. Provides very good coordination with other entities in the circle including the tenant, department and building security.
☐	1	
☐	2	
☐	3	
☒	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	Vendor was flexible and met quality expectations fully. Invoices were accurate and timely and within the quoted prices.
☐	1	
☐	2	
☒	3	
☐	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Contractor's key personnel appeared knowledgeable and experienced during the meetings and conversations. Vendor readily provided update about the progress of awarded work.
☐	1	
☐	2	
☒	3	
☐	4	

Overall Performance Rating	3.20	Date	7/26/2022
Would you select/recommend this vendor again?	☒ Yes	☐ No	
Rating completed by:	Vijay Nair		
Department Head Name:	Joseph Davis		
Department Head Signature	<i>Joseph Davis</i>		

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