



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
7/1/2022	9/30/2022	1/1/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
032122-0437		3/21/2022	
Department			
Real Estate and Asset Management			
Bid Number		Service Commodity	
19RFP120741C-GS		Janitorial Services for (Group A) Government Center Complex	
Contractor			
ABM Industry Group, LLC			
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	ABM has achieve contract requirement 90% of the time. ABM performed extremely well at achieving their goals for the past two quarters and have maintain open communication and responsive on all communication has been good.	
☐	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	ABM has achieve contract requirement 90% of the time. ABM has done well on responsiveness and taking directions/change in Central Zone.	
☐	1		
☐	2		
☒	3		
☐	4		

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	ABM has achieve contract requirement 90% of the time. ABM has not had any problems with their staffing or scheduling of any projects. They have been on task and on time with projects.
☐	1	
☐	2	
☒	3	
☐	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
☐	0	ABM has achieve contract requirements 90% of the time. ABM has met their specification and budget this quarter.
☐	1	
☐	2	
☒	3	
☐	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	ABM has achieve contract requirements 90% of the time. ABM's team has shown to be very professional and have an effective management teams.
☐	1	
☐	2	
☒	3	
☐	4	

Overall Performance Rating	3.00	Date	10/11/2022
Would you select/recommend this vendor again?		☒ Yes	☐ No
Rating completed by:	Valarie Tillman-Logan		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

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PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
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Purchaser Order Number		Purchase Order Date	
032122-0438		3/21/2022	
Department			
Real Estate and Asset Management			
Bid Number		Service Commodity	
19RFP120741C-GS		Janitorial Services for (Group B) Justice Center Facilities	
Contractor			
American Facility Service, 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	In Central zone, AFS has achieved contract requirement 90% of the time. AFS is continuing to improve good quality services in keeping customers satisfied in major areas they support which are, court rooms, jury rooms, judges chambers and Sheriff's areas.	
☐	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	In Central zone, AFS has achieved contract requirement 90% of the time. AFS have been very responsive in completing tasks on time in spite of COVID-19 potocal.	
☐	1		
☐	2		
☒	3		
☐	4		

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	In Central zone, AFS has achieved contract requirement 90% of the time. AFS staff is continuing to strive to be proactive and efficient in areas of communication and succeeding customers expectation and needs.
☐	1	
☐	2	
☒	3	
☐	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
	0	In Central zone, AFS has achieved contract requirement 90% of the time. AFS is taking a hard look at in getting better in acheiving consistent quality satisfaction in customer service.
	1	
☐	2	
☒	3	
☐	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	In Central zone, AFS has achieved contract requirement 90% of the time. Even though AFS has been taking hit in staffing shortages due to COVID-19, they are still finding ways in maintaining good steady performance this rating period. AFS personnel understands the responsibility of continuing to approve in all cleaning service areas.
☐	1	
☐	2	
☒	3	
☐	4	

Overall Performance Rating	3.00	Date	10/13/2022
Would you select/recommend this vendor again?	☒ Yes	☐ No	
Rating completed by:	Valarie Tillman-Logan		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>JOSEPH DAVIS</i>		

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