

## Performance Evaluation Details

<b>ID</b>	E1
<b>Project</b>	Medical and Clinical General Cleaning Services
<b>Project Number</b>	23ITB136993C-GS
<b>Supplier</b>	Intercontinental Commercial Services, Inc. (ICS, Inc.)
<b>Supplier Project Contact</b>	Tony Kim (preferred language: English)
<b>Performance Program</b>	Goods and Commodity Services
<b>Evaluation Period</b>	07/01/2023 to 09/30/2023
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	Not Specified
<b>Expectations Meeting Date</b>	05/31/2023
<b>Status</b>	Draft
<b>Evaluation Score</b>	73

### 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**

**14/20**

Rating <b>Satisfactory:</b> Overall compliance requires minor User Department resources to ensure achievement of contract requirements.

Comments ICS due to no fault of their own started the contract in the middle of the year of 2023. The vendor came in with a positive attitude and very receptive of hearing our needs and desires of our expectations of janitorial services. ICS is showing consistency with providing supplies and monitoring/managing the staff to ensure a good quality of cleaning is being provided. The project manager is making the lines of communication easy; she is very receptive of receiving concerns or issues and work to rectify either. The overall general cleaning of most of the five contracted facilities is satisfactory.

**TIMELINESS OF PERFORMANCE**

**14/20**

Rating <b>Satisfactory:</b> There are no, or minimal, delays that impact achievement of contract requirements.

Comments ICS is very receptive to the needs or concerns of the facilities and has acted to either in a timely manner. They ensure that the buildings are staffed and that their staff is trained on what is expected to maintain the cleanliness of the facility. The Project Manager or Management responds with quick action if supplies are needed or if a cleaning concern presents itself. ICS timeliness of performance has been consistent and well received by staff in the buildings and center managers.

**BUSINESS RELATIONS**

**14/20**

Rating <b>Satisfactory:</b> Response to inquiries and/or technical, service, administrative issues is consistently effective.

Comments The Project Manager has remained consistently available and willing to address issues or concerns. An open line of communication has remained and the desire to continue to build a better business relationship continues. All issues have been addressed in a prompt manner.

**CUSTOMER SATISFACTION**

**17/20**

Rating <b>Excellent:</b> Contractor representative communicates routinely with the User Department, professional and responsive to User Department's request for information.

Comments ICS has been and continue to be very accommodating during this beginning adjustment period of the contract. ICS is continually working to provide customer satisfaction for cleaning of the facilities.

**COST CONTROL**

**14/20**

Rating <b>Satisfactory:</b> Minimal contract pricing issues, cost discrepancies identified by User Department that require explanation, cost/price issues resolved in timely manner.

Comments ICS is showing great professionalism when it comes to sending their invoices in a timely manner and with addressing any discrepancies such as correcting address issues in the AMS data base. The vendor jumped right on correcting this issue to ensure that payment will be received on time.

**GENERAL COMMENTS**

Comments *Not Specified*