

Performance Evaluation Details

ID	E5
Project	Medical and Clinical General Cleaning Services
Project Number	23ITB136993C-GS
Supplier	Intercontinental Commercial Services, Inc. (ICS, Inc.)
Supplier Project Contact	Tony Kim (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2024 to 06/30/2024
Effective Date	07/15/2024
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	07/15/2024 11:55 AM EDT
Completion Date	07/15/2024 11:55 AM EDT
Evaluation Score	76

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

Satisfactory: Overall compliance requires minor User Department resources to ensure achievement of contract requirements.

Comments

ICS is consistent with providing supplies and monitoring/managing staff to ensure a good quality of cleaning is being provided. The communication remains good between contractor, staff, and County. The overall general cleaning of the contracted facilities is satisfactory.

TIMELINESS OF PERFORMANCE

14/20

Rating

Satisfactory: There are no, or minimal, delays that impact achievement of contract requirements.

Comments

ICS remains receptive to the needs or concerns of the facilities and has responded to either in a timely manner. They ensure the buildings are staffed. They have been slow on getting the buildings waxed, stripped, and carpets cleaned but they are working the issue. ICS performance has been consistent and well received by staff in the buildings and center managers.

BUSINESS RELATIONS

14/20

Rating

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

Comments

ICS has remained consistently available and willing to address issues or concerns. An open line of communication has remained and any issue or concern is addressed in a professional manner.

CUSTOMER SATISFACTION

17/20

Rating

Excellent: 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 accommodating and continually working to provide customer satisfaction for cleaning of the facilities.

COST CONTROL

17/20

Rating

Excellent: Compliance with contract pricing, minor cost discrepancies identified by User Department that require explanation, quickly resolved cost/price issues; compliance with invoice submission, corrections resolved quickly.

Comments

ICS has not had any major issues with invoicing, or cost/price issues.

GENERAL COMMENTS

Comments

Not Specified