

Performance Evaluation Details

ID	E12
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	01/01/2026 to 03/31/2026
Effective Date	04/01/2026
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	04/01/2026 11:54 AM EDT
Completion Date	04/01/2026 11:54 AM EDT
Evaluation Score	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

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

Comments

ICS is consistent with providing supplies. Company needs to monitor the night custodial workers more to ensure a good quality of cleaning is being provided. The overall general cleaning of the contracted facilities is satisfactory which speaks volumes for the day custodial staff cleaning.

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 but has been slow with correcting the performance levels of the night custodial staff. The company generally ensures that the buildings are staffed and the cleaning has been somewhat consistent.

BUSINESS RELATIONS

17/20

Rating

Excellent: Response to inquiries and/or technical, service, administrative issues exceeds Government expectation.

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

14/20

Rating

Satisfactory: Contractor representative is reasonably responsive to User Department request for information and professional.

Comments

ICS has been and continue to be accommodating and continually working to provide customer satisfaction for cleaning of the facilities.

COST CONTROL

14/20

Rating

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

Comments

CS has not had any major issues with invoicing, or cost/price issues. We have had a discussion on submitting invoices in a timely manner during the 1st quarter of the current year. ICS improved on submitting the invoices on time during the 3rd quarter reporting period.

GENERAL COMMENTS

Comments

Not Specified