



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

| | | | |
|----------------------------------|--|---|---------------------|
| Report Period Start | Report Period End | Contract Period Start | Contract Period End |
| 1/1/2021 | 6/30/2021 | 1/1/2021 | 12/31/2021 |
| Purchaser Order Number | | Purchase Order Date | |
| 031621-0412 | | 3/16/2021 | |
| Department | | | |
| Real Estate and Asset Management | | | |
| Bid Number | | Service Commodity | |
| 18ITB113946C-BKJ | | Janitorial Services for Group E | |
| Contractor | | | |
| Chi-ADA Corporation | | | |
| 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) | |
| <input type="radio"/> | 0 | During this rating period, Chi-Ada has continued to provide satisfactory service in the South libraries. The COVID pandemic has produced many challenges, but the Project Manager has been flexible in making the needed changes. | |
| <input type="radio"/> | 1 | | |
| <input checked="" type="radio"/> | 2 | | |
| <input type="radio"/> | 3 | | |
| <input type="radio"/> | 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) | |
| <input type="radio"/> | 0 | Response time for Chi-Ada during this period has been adequate. A more formal plan for periodic tasks would likely lead to fewer concerns in the Libraries. The Project Manager generally responds to issues in a timely manner. | |
| <input type="radio"/> | 1 | | |
| <input type="radio"/> | 2 | | |
| <input checked="" type="radio"/> | 3 | | |
| <input type="radio"/> | 4 | | |

| | | |
|----------------------------------|---|--|
| 3. Business Relations | | (Responsiveness to Inquires – Prompt Problem Notifications) |
| <input type="radio"/> | 0 | The Project Manager for Chia-Ada has continued to be reachable most of the time and generally responsive during this period. He is personable, and notifies the County staff of potential problems. There could be improvement in the timely reporting of absences of Chi-Ada front-line staff (to the Building Services Supervisor or the Building Inspector Supervisor). |
| <input type="radio"/> | 1 | |
| <input type="radio"/> | 2 | |
| <input checked="" type="radio"/> | 3 | |
| <input type="radio"/> | 4 | |
| 4. Customer Satisfaction | | (Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions) |
| <input type="radio"/> | 0 | Overall, Chi-Ada has remained adequate in the area of customer satisfaction during this rating period. Typically, concerns from Library staff have been addressed and resolved. |
| <input type="radio"/> | 1 | |
| <input checked="" type="radio"/> | 2 | |
| <input type="radio"/> | 3 | |
| <input type="radio"/> | 4 | |
| 5. Contractors Key Personnel | | (Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed) |
| <input type="radio"/> | 0 | Key personnel for Chi-Ada continue to demonstrate a good general knowledge of cleaning practices, and the Project Manager has usually been available when needed. Communication with the Building Services Supervisor has been open and timely. Chi-Ada could still improve with a more structured quality control plan. |
| <input type="radio"/> | 1 | |
| <input type="radio"/> | 2 | |
| <input checked="" type="radio"/> | 3 | |
| <input type="radio"/> | 4 | |

| | | | |
|---|---|-----------------------------|-----------|
| Overall Performance Rating | 2.60 | Date | 7/28/2021 |
| Would you select/recommend this vendor again? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | |
| Rating completed by: | Darwin White | | |
| Department Head Name: | Joseph N. Davis | | |
| Department Head Signature | <i>Joseph Davis</i> | | |

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CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

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|---------------------|-------------------|-----------------------|---------------------|
| Report Period Start | Report Period End | Contract Period Start | Contract Period End |
| 1/1/2021 | 6/30/2021 | 1/1/2021 | 12/31/2021 |

| | |
|------------------------|---------------------|
| Purchaser Order Number | Purchase Order Date |
| 031621-0411 | 3/16/2021 |

Department: Real Estate and Asset Management

| | |
|------------------|---|
| Bid Number | Service Commodity |
| 18ITB113946C-BKJ | Janitorial Services for Groups F, G & H |

Contractor: Quality Cleaning Services, 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. |
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| 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. |

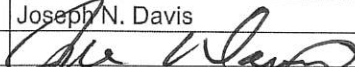
1. Quality of Goods/Services (Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification)

| | | |
|----------------------------------|---|--|
| <input type="radio"/> | 0 | During this grading period, QCS has continued to achieve contract requirements the majority of the time. The Project Manager has been available and flexible during the COVID-19 pandemic in a way that has allowed the continuation of cleaning services at the South Senior Centers, Abernathy Art center, and the Drug Court. Mr. Featherstone continues to |
| <input type="radio"/> | 1 | |
| <input type="radio"/> | 2 | |
| <input checked="" type="radio"/> | 3 | |
| <input type="radio"/> | 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)

| | | |
|----------------------------------|---|--|
| <input type="radio"/> | 0 | QCS had continued to meet milestones per contract during this rating period. The pandemic has required QCS to be receptive to direction and change and they have met the challenge the majority of the time. They have been responsive to the needs of the County, and continue to do so in a timely manner. |
| <input type="radio"/> | 1 | |
| <input type="radio"/> | 2 | |
| <input type="radio"/> | 3 | |
| <input checked="" type="radio"/> | 4 | |

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| 3. Business Relations | | (Responsiveness to Inquires – Prompt Problem Notifications) |
| <input type="radio"/> | 0 | Business relations with QCS during this period have been positive and productive. The Project Manager has shown a willingness to provide the services requested even during this difficult time. His knowledge of the County facilities he services, allows him to provide effective service for buildings in the South and North Zones. |
| <input type="radio"/> | 1 | |
| <input type="radio"/> | 2 | |
| <input checked="" type="radio"/> | 3 | |
| <input type="radio"/> | 4 | |
| 4. Customer Satisfaction | | (Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions) |
| | 0 | With few members of the public entering the facilities during this period, and staff being present only sporadically, there have been minimal concerns from customers. When concerns have been voiced, the QCS Project Manager has responded to address them. Though it has been challenging during the pandemic, QCS needs to continue to work towards the goal of a sound quality control plan. Additional direction for front line staff may |
| | 1 | |
| <input type="radio"/> | 2 | |
| <input checked="" type="radio"/> | 3 | |
| <input type="radio"/> | 4 | |
| 5. Contractors Key Personnel | | (Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed) |
| <input type="radio"/> | 0 | Prior knowledge of the County facilities serviced allows the QCS Project Manager to be effective in carrying out the tasks required. Mr. Featherstone ' s experience in the field is evident, and he is available as needed. |
| <input type="radio"/> | 1 | |
| <input type="radio"/> | 2 | |
| <input type="radio"/> | 3 | |
| <input checked="" type="radio"/> | 4 | |

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|---|---|-----------------------------|------------|
| Overall Performance Rating | 3.40 | Date | 07/14/2021 |
| Would you select/recommend this vendor again? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | |
| Rating completed by: | Carlos Gordon | | |
| Department Head Name: | Joseph N. Davis | | |
| Department Head Signature |  | | |

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PROFESSIONAL SERVICES

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|--|--------------------------------|---|-----------------------------------|
| Report Period Start 1/1/2021 | Report Period End 6/30/2021 | Contract Period Start 1/1/2021 | Contract Period End 12/31/2021 |
| Purchaser Order Number 031621-0413 | | Purchase Order Date 3/16/2021 | |
| Department Real Estate and Asset Management | | | |
| Bid Number 18ITB113946C-BKJ | | Service Commodity Janitorial Services for Groups F & I | |
| Contractor Diversified Maintenance-RWS, LLC | | | |

Performance Rating

| | |
|--------------------|--|
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| | |
|--|--|
| 1. Quality of Goods/Services | (Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification) |
| <input type="radio"/> 0 <input type="radio"/> 1 <input checked="" type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 | With the recent change in sub-contractor at THESE SPECIFIC facilities, Diversified has shown some improvement in the overall service delivery at the North and South Service Centers, the Clubhouse for Youth, and the Public Safety Training Center during this rating period. There continues to be some areas that need improvement. They would still benefit + |

| | |
|--|---|
| 2. Timeliness of Performance | (Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract) |
| <input type="radio"/> 0 <input type="radio"/> 1 <input checked="" type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 | Diversified has improved in this category also during this rating period at these specific facilities. Though they are much more responsive with the new cleaning staff and have started better lines of communication, they could still improve somewhat in the area of detail / night cleaning. They need to continue to stay on top of periodic work, and specifically floor + |

| | | |
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| 3. Business Relations | | (Responsiveness to Inquires – Prompt Problem Notifications) |
| <input type="radio"/> | 0 | During this rating period, Diversified has improved in the area of communication. Generally, a representative has been reachable. When they have not been reached, they have returned calls in a timely manner. Though concerns relayed by County staff often receive a quick verbal response, they could still improve on quicker resolution of the concerns. |
| <input type="radio"/> | 1 | |
| <input type="radio"/> | 2 | |
| <input checked="" type="radio"/> | 3 | |
| <input type="radio"/> | 4 | |
| 4. Customer Satisfaction | | (Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions) |
| | 0 | Generally, the customers in these specific facilities have acknowledged an improvement in service since the recent change in staffing and supervision. Diversified seems to have been a bit more focused on resolving any complaints. |
| | 1 | |
| <input type="radio"/> | 2 | |
| <input checked="" type="radio"/> | 3 | |
| <input type="radio"/> | 4 | |
| 5. Contractors Key Personnel | | (Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed) |
| <input type="radio"/> | 0 | Key personnel for Diversified are personable, and have improved in the areas of complaint resolution and communications. The new sub-contractor seems knowledgeable in the cleaning service industry, and has demonstrated a high level of experience. They should continue to strive for improvement in “project oversight” and quality control at all facilities. |
| <input type="radio"/> | 1 | |
| <input type="radio"/> | 2 | |
| <input checked="" type="radio"/> | 3 | |
| <input type="radio"/> | 4 | |

| | | | |
|---|---|-----------------------------|-----------|
| Overall Performance Rating | 2.60 | Date | 7/28/2021 |
| Would you select/recommend this vendor again? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | |
| Rating completed by: | Darwin White / Carlos Gordon | | |
| Department Head Name: | Joseph N. Davis | | |
| Department Head Signature | <i>Joseph Davis</i> | | |

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