



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
4/1/2022	6/30/2022	4/1/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
042022-0593		4/20/2022	
Department			
Real Estate and Asset Management			
Bid Number		Service Commodity	
21ITB130447C-GS		Janitorial Services for Groups E, F and H	
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	Chi-Ada has provided a good level of service overall during this rating period. Contract requirements are generally met, and when they are not they are resolved quickly. The Project Manager for Chi-Ada is open to communication and direction.		
<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	Milestones have been generally met during this period, and Chi-Ada has been responsive in resolving any deficiencies. They could still improve in the areas of quality control and regularly scheduled periodic tasks.		
<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 Chi-Ada communicates well and is generally responsive. Problems and issues have been relayed to County staff in a timely manner.
<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	Customers have expressed an average level of satisfaction with the service provided by Chi-Ada during this rating period. Service would likely improve with additional quality control.
<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	Chi-Ada has demonstrated a good working knowledge of janitorial service and cleaning practices. They also have experience and knowledge of County practices and expectations. Management is generally available as needed.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

Overall Performance Rating	2.80	Date	5/13/2022
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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4/1/22	6/30/22	4/1/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
042022-0594		4/20/2022	
Department			
Real Estate and Asset Management			
Bid Number		Service Commodity	
21ITB130447C-GS		Janitorial Services Group G	
Contractor			
Quality Cleaning Services			
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	QCS continues to provide good janitorial service in the South Senior Centers. There are limited complaints / concerns expressed by staff and they are handled quickly when the Project Manager is contacted.		
<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	The Project Manager for Quality Cleaning Services continues to be responsive during this rating period, and the milestones are generally met.		
<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 Quality Cleaning is responsive to issues / concerns and communicates well with DREAM staff and the Senior Center staff.
<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, Quality has met the expectations of the customers. They have expressed a general satisfaction with the level of service provided by the company. When concerns do arise, they are generally dealt with in a timely and satisfactory manner.
<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	The Project Manager for Quality has demonstrated a good working knowledge of cleaning practices and the general operations of the County.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

Overall Performance Rating	2.80	Date	5/13/2022
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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**DEPARTMENT OF PURCHASING &
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CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
04/01/2022	06/30/2022	04/01/2022	12/31/2022
Purchaser Order Number		Purchase Order Date	
042022-0596		04/20/2022	

Department

REAL ESTATE AND ASSET MANAGEMENT

Bid Number	Service Commodity
21ITB130447C-GS	Janitorial Services - Group I

Contractor

American Facility Services

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.
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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	American Facility Services has provided good service overall at the North and South Service Centers during this rating period. They have demonstrated a good working knowledge of general janitorial practices and a willingness to resolve any deficiencies. Going forward, more follow-up of evening cleaning would be beneficial.
<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	Milestones have generally been met, and they have responded to any issues in a timely manner. Note that there were times when the Behavioral Health areas at the South were missed during evening cleaning, and evening detail cleaning generally was not to standard. However, there has been some improvement. AFS could further improve in this area by
<input type="radio"/>	1	
<input checked="" type="radio"/>	2	
<input type="radio"/>	3	
<input type="radio"/>	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Project Managers for AFS have been responsive and cooperative with County staff. They have demonstrated a desire to improve in any areas of service that are weak. Their service could still benefit from improved training and follow up of evening cleaning.
<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	Customers have expressed a good level of satisfaction overall with the services provided by AFS at the North and South Service Centers. Expectations have generally been met and any problems resolved.
	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 AFS have shown a desire to provide good service in the North and South Service Centers. They are knowledgeable, and they have generally been available when needed for problem resolution. AFS could continue to improve a bit in the area of quality control.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

Overall Performance Rating	2.80	Date	7/13/22
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	Darwin White and Carlos Gordon		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

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