

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT					
PROFESSIONAL SERVICES					
Report Period Start	Report Peri	od End	Contract Period Start	Contract Period End	
7/1/2022		/2022			
Purchaser Order Nur		2022	Purchase Order Date	12/31/2022	
	2122-0437		3/21/2022		
Department			0/2//20	Ann dau	
	Rea	al Estate and /	Asset Management		
Bid Number		Service Comm	odity		
19RFP120741	C-GS	Janitorial Se	rvices for (Group A) Governr	nent Center Complex	
Contractor					
			y Group, LLC		
0 = Unsatisfactory	Archives contr effective and/c customer diss	act requireme or efficient; una	nce Rating nts less than 50% of the time acceptable delay; incompeter	not responsive, nce; high degree of	
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, effect and/or efficient; delays are excusable and/or results in minor programs adjustments; employees are capable and satisfactorily providing service with intervention; customers indicate satisfaction.				nor programs oviding service without	
3 = Good	and/or efficien are highly com satisfied	act requirements 90% of the time. Usually responsive; effective t; delays have not impact on programs/mission; key employees apetent and seldom require guidance; customers are highly			
4 = Excellent	highly efficient	act requirements 100% of the time. Immediately responsive; and/or effective; no delays; key employees are experts and Il directions; customers expectations are exceeded.			
1. Quality of Goods/S	ervices	(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification			
0 2 achieving	achieve contract requirement 90% of the time. ABM performed extremely well at their goals for the past two quarters and have maintain open communication and e on all communication has been good.				
2. Timeliness of Perfo	ormance	(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)			
 O O I ABM has achieve contract requirement 90% of the time. ABM has done well on responsiveness and taking directions/change in Central Zone. O I O I 					

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)				
O 0 O 1 O 2 O 3 O 4	ABM has achieve contract requirement 90% of the time. ABM has not had any problems with their staffing or scheduling of any projects. They have been on task and on time with projects.					
4. Custon	4. Customer Satisfaction (Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)					
0 1 2 0 3 0 4	ABM has achieve contract requirements 90% of the time. ABM has met their specification and budget this quarter.					
5. Contra	ctors Key Personnel	(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)				
0 0 1 0 2	ABM has achieve contract requirements 90% of the time. ABM's team has shown to be very professional and have an effective management teams.					
○ 3○ 4	-					

Overall Performance Ratin	ng 3.00	Date	10/11/2022
Would you select/recomn	nend this vendor again?	🖌 Yes	No
Rating completed by:	Valarie Tillman-Logan		
Department Head Name: Joseph N. Davis			
Department Head Signatu	re Jeseph Davis		

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DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

COMPLIANCE									
CONTRACTORS PERFORMANCE REPORT									
PROFESSIONAL SERVICES									
			Pi	KUFESSION	NAL SERVICES				
Repor	Report Period Start Report Period End Contract Period Start Contract Period End								
				30/2022	1/1/2022	12/31/2022			
Purch	-	r Order Nun		50/2022	Purchase Order Date	12/31/2022			
1 di di i			2122-0438		3/21/2	022			
Depar	tme				012112	022			
			R	eal Estate and	Asset Management				
Bid Nu	umb	er		Service Comm					
	19	RFP120741	C-GS	Janitorial	Services for (Group B) Justi	ce Center Facilities			
Contra	acto	r							
				American Fac	ility Service, Inc.				
					ince Rating				
			Archives cor	ntract requireme	ents less than 50% of the tim	e not responsive,			
0 = Ur	nsat	isfactory	effective and	d/or efficient; un	acceptable delay; incompete	nce; high degree of			
			customer dis	ssatisfaction.					
			Archives cor	ntract requireme	ents 70% of the time. Margin	ally responsive.			
1 = Pc	or				lays require significant adjus				
1 10	501				ble; customer somewhat sati				
			Archives	street requireme	anto 200/ of the time Concer				
					ents 80% of the time. Generative sectors and the sector of the time.				
2 = Sa	atisf	actory							
	adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.					Toviding service without			
					ents 90% of the time. Usually	responsive: effective			
3 = Go	aad				not impact on programs/mis				
3 = G(000				eldom require guidance; cust				
			satisfied						
			Archives cor	ntract requireme	ents 100% of the time. Immed	diately responsive;			
4 = Ex	cell	ent	highly efficie	nt and/or effect	and/or effective; no delays; key employees are experts and				
	require minimal directions; customers expectations are exceeded.					exceeded.			
1 Quality of Goods/Services (Specification Compliance – Technical Excellence –									
T. Que	1. Quality of Goods/Services Reports/Administration – Personnel Qualification								
~	0	In Central a	zone, AFS ha	s achieved cont	ract requirement 90% of the	time. AFS is continuing			
	1		good quality services in keeping customers satisfied in major areas they support						
	2	which are, court rooms, jury rooms, judges chambers and Sheriff's areas.							
~ ~ ~									
O 4									
				/\A/ \A!!					
2 Tim	(Were Milestones Met Per Contract – Response Time (per								
2. Timeliness of Performance agreement, if applicable) – Responsiveness to Directions/									
0	Change – On Time Completion Per Contract) In Central zone, AFS has achieved contract requirement 90% of the time. AFS have been								
	1					NOT THE REPORT OF A CASE OF A CONTRACT OF A			
	2	very responsive in completing tasks on time in spite of COVID-19 potocal.				local.			
<u>×</u>	3								
	4								

3. Business Relations		ss Relations	(Responsiveness to Inquires – Prompt Problem Notifications)				
0	0	In Central zone, AFS has achieved contract requirement 90% of the time. AFS staff is					
0	1	continuing to strive to be proactive and efficient in areas of communication and succeeding					
0	2		customers expectation and needs.				
\odot	3	•					
0	4						
4. Customer Satisfaction (Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)							
	0	In Central zone, AFS has achieved contract requirement 90% of the time. AFS is taking a					
	1	hard look at in getting better in acheiving consistent quality satisfaction in customer service.					
0	2						
\odot	3						
0	4						
5. Contractors Key Personnel (Credentials/Experience Appropriate – Effective							
			Supervision/Management – Available as Needed)				
0	0	In Central zone, AFS has achieved contract requirement 90% of the time. Even though AFS					
0	1	has been taking hit in staffing shortages due to COVID-19, they are still finding ways in					
0	2	maintaining good steady performance this rating period. AFS personnel understands the					
\odot	3	responsibility of continuing to approve in all cleaning service areas.					
0	4		aner northa older name konstrant 📼 archain tankirili (2000) Salantok				

Overall Performance Ratir	ng 3.00	Date	10/13/2022
Would you select/recomn	nend this vendor again?	 Yes 	No No
Rating completed by: Valarie Tillman-Logan			
Department Head Name: Joseph N. Davis			
Department Head Signatu	ire goseph DAU9s		

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