

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

	PRO	DFESSION	IAL SERVICES		
Depart Desired Otal				0.4.15.15.	
Report Period Start Report Period			Contract Period Start	Contract Period End	
	1/1/2021 6/30/2		1/1/2021	12/31/2021	
	Purchaser Order Number		Purchase Order Date		
	721-0264		2/17/2021		
Department					
Real Estate and Asset Management Bid Number Service Commodity					
19ITB1197550		ervice Comm	Tree Removal Services C	Countyavido	
Contractor	3-00		Tree Removal Services C	ountywide	
Contractor		ArhorS	Serv, Inc.		
			nce Rating		
	Archives contra		ents less than 50% of the ti	me not responsive	
0 = Unsatisfactory	effective and/o customer dissa	r efficient; un	acceptable delay; incompe	tence; high degree of	
Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; 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 wintervention; customers indicate satisfaction.				minor programs providing service without	
3 = Good and/or efficient		act requirements 90% of the time. Usually responsive; effective t; delays have not impact on programs/mission; key employees upetent 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 al directions; customers expectations are exceeded.			
1. Quality of Goods/S	orvioes	(Specification	on Compliance – Technical	Excellence –	
	CI VICES	Reports/Adı	ministration - Personnel Q	ualification	
O 0 1 The firm is very competent at removing trees and shrubs, staff was very knowledgeable .					
		() 0 / B 4''	1 M-1 D- O 1 1 1	T	
2. Timeliness of Performance		(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)			
O 0 1 The vendor was able to meet all timelines and schedules for tree removal. O 2 0 3 0 4					

3. Business Relations	(Responsivenes	ss to Inquires – Prompt Problem Notifications)				
	The firm was very responsive in answering calls, and informing the county of all work issues.					
4. Customer Satisfaction (Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)						
0 1 The vendor was very effective and timely in submitting invoicing and documentation. 0 2 0 3 0 4						
5. Contractors Key Personnel (Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed) O Mr. Dorton and all the staff was very experienced and able to provide quality						
O 1 recommendations.						
Overall Performance Rating	4.00	Date 7/7/2021				
Would you select/recommend this vendor again? Yes No						
Rating completed by: Anthony Spencer						
Department Head Name:						
Department Head Signature Goseph Davis						
After completing the for Submit to Purchasing						
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DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

	PF	ROFESSIO	NAL SERVICES				
Report Period Start Report Per 1/1/2021 6/30		eriod End 80/2021	Contract Period Start 1/1/2021	Contract Period End 12/31/2021			
	nber 1721-0265		Purchase Order Date 2/17/2021				
Department	D	cal Estate and	Asset Management				
Bid Number			l Estate and Asset Management ervice Commodity				
19ITB1197550 Contractor	C-GS		Tree Removal Services Countywide				
Contractor		A White N	Meadows, Inc.				
		Perform	ance Rating				
O = Unsatisfactory Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.							
Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; keeployees marginally capable; customer somewhat satisfied.							
Archives contract requirements 80% of the time. Generally responsive, effection 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	and/or efficie	ent; delays hav	ract requirements 90% of the time. Usually responsive; effective it; delays have not impact on programs/mission; key employees impetent and seldom require guidance; customers are highly				
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/S	ervices		(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification				
O 0 1 The firm is 0 3 0 4	very compete	ent at removing	trees and shrubs, staff was	very knowledgeable .			
2. Timeliness of Perfo	ormance	agreement	stones Met Per Contract – F , if applicable) – Responsive On Time Completion Per Co	eness to Directions/			
		to perform in a	a reasonable time frame, Ve other clients.	ndor indicated that they			

3. Bu	3. Business Relations (Responsiveness to Inquires – Prompt Problem Notifications)							
0	0	The firm was very responsive in answering calls, and informing the county of all work issues. Including their inability to meet the time lines.						
0	1							
<u>O</u>	2	and the same and t						
0	3							
O								
		T.						
4. Cı	4. Customer Satisfaction (Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)							
	0	The yendor was not	always able to porfor	rm assigned tasked in a re	esponsible time period due			
	1	to other clients work	170	iiii assiyiled tasked III a fe	sponsible time penda que			
0	2	Le other ellerite work						
0	3							
0	4							
5. Co	5. Contractors Key Personnel (Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)							
0	0	Mr. David Maadaws						
0	1	recommendations.	Mr. David Meadows and all the staff was very experienced and able to provide quality					
0	2	recommendations.						
0	3							
0	4							
				-				
Over	all Pe	erformance Rating	2.80	Date	7/7/2021			
Wou	Would you select/recommend this vendor again? Yes No							
Ratir	Rating completed by: Anthony Spencer							
Department Head Name: Josep			Joseph N. Davis					
Department Head Signature Goseph Daeis			Joseph Davis					
Afte	r coi	mpleting the for	m:					
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Print a copy for your records								

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