



**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	
022221-0294		2/22/21	

Department

Real Estate and Asset Management

Bid Number

Service Commodity

19RFP120741C-GS

Janitorial Services for (Group A) Government Center Complex

Contractor

ABM Industry Group, LLC

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	ABM has achieve contract requirement 90% of the time. ABM performed extremely well at achieving their goals for the past two quarters and have maintain open communication and responsive on all communication has been good.
<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	ABM has achieve contract requirement 90% of the time. ABM has done well on responsiveness and taking directions/change in Central Zone.
<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	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.
<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	ABM has achieve contract requirements 90% of the time. ABM has met their specification and budget this quarter.
<input type="radio"/>	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	ABM has achieve contract requirements 90% of the time. ABM's team has shown to be very professional and have an effective management teams.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

Overall Performance Rating	3.00	Date	8/17/2021
Would you select/recommend this vendor again?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Rating completed by:	Valarie Tillman-Logan		
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 1/1/2021	Report Period End 6/30/2021	Contract Period Start 1/1/2021	Contract Period End 12/31/2021
Purchaser Order Number 022221-0296		Purchase Order Date 2/22/21	

Department Real Estate and Asset Management	
Bid Number 19RFP120741C-GS	Service Commodity Janitorial Services for (Group B) Justice Center Facilities

Contractor American Facility Service, 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.
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)
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<input type="radio"/> 0	In Central zone, AFS has achieved contract requirements 90% of the time. AFS is working on getting staff, supplies, leadership and keeping complaints down. There are major areas that have to be supported by our contractors in central; restrooms, court rooms, jury rooms, Judges chambers and Sheriff's areas. We have to keep these areas cleaned and wiped
<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)
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<input type="radio"/> 0	In the Central zone AFS has achieve contract requirement 90% of the time. AFS has done well on responsiveness and taking directions/changes in Central Zone. AFS has been responsive at the DFACS facility, and they have generally completed tasks on time.
<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	In Central Zone AFS has achieve contact requirements 70% of the time. AFS should work on its leadership team for the day and night shifts. Not having a good strong and focused team that can work on one issue while giving a report/update on another issue is because of the fast pace in the central zone. The leadership team for AFS has proven to be fairly responsive and easy to work with at the DFACS facility. They have demonstrated a
<input type="radio"/>	1	
<input checked="" type="radio"/>	2	
<input 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	In Central Zone AFS, has achieve contact requirements 70% of the time. AFS should work on getting their staffing up. They are getting more calls and complaints due to lacking of staff support and the shortage of people on site working. Customers at the DFACS facility are generally pleased with the service delivered by AFS. This rating could be improved with improved quality control at this location
<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	In the Central Zone AFS, has achieve contact requirements 70% of the time. They are short staff and need to find ways to increase staffing in the building to support this contact in order to be successful. During this rating period, AFS management staff have been available for issues at the DFACS building, but at times they have been in need of additional cleaning staff
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

Overall Performance Rating	2.60	Date	7/15/2021
Would you select/recommend this vendor again?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Rating completed by:	Valarie Tillman-Logan, Darwin White, Carlos Gordon		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

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