

TO: Patricia Cruz, Purchasing Agent

Purchasing Division

FROM: Indira Marquez, Contracts Grants Administrator,

Transportation Dept., Fleet Services

SUBJECT: Solicitation No.: TRN2123204B1

Paint and Body Repairs for Motor Vehicles

Recommended Vendor: Anitas Body Shop and Paint INC Recommended Group(s)/Line Item(s): Group 1; lines 1-3

Initial Award Amount: \$90,000 Potential Total Amount: \$ 225,000

Initial Contract Term: Contract Term, including Renewals: Three Years Two Years

## **CONCURRENCE:**

The agency has reviewed Vendor's response(s) for specification compliance and Vendor responsibility, which includes license requirements (if applicable). I have reviewed all documents including the Vendor Questionnaire and after careful evaluation, I concur with recommendation for award to the Vendor. FINANCIAL BACKGROUND/D & B REPORT: (check one) ☐ I am satisfied with the Vendor's financial background and/or rating and payment performance. X Not applicable Vendor references were satisfactory.

## **LITIGATION HISTORY: (check one)**

| _  |   |      |          | 4.1 |            | 1.11. ( | _    | 1.41     |         |          |    |          |
|----|---|------|----------|-----|------------|---------|------|----------|---------|----------|----|----------|
| ΧI | П | have | reviewed | the | Litigation | History | Form | and thei | re is r | io issue | ΟÌ | concern. |

Refer to additional information from the Office of the County Attorney to address an issue/concern.

## PAST PERFORMANCE: (check all that apply)

I have reviewed the Vendor's past Performance Evaluations in ContractsCentral and:

| Vendor received an overall rating ≥ 2.59 on all evaluations. |
|--|
|--|

- ☐ No evaluations within the past three years contained any items rated a score of 2 or less.
- $\square$  Vendor received a rating  $\leq 2.59$  on an evaluation(s). Refer to additional information.
- $\square$  Vendor received a score of  $\leq 2$  on an individual item(s). Refer to additional information.
- Past evaluations are not relevant to the scope of this contract.
- No past Performance Evaluations exist in ContractsCentral.

AND

Reference Verification Forms are attached.

OR

Reference Verification Forms are not required: Commodity only purchase (less than \$250,000); Service less than \$100,000 and the Vendor has a Performance Evaluation within the past three years.

## **NON-CONCURRENCE:**

☐ I do not concur. Detailed reason for non-concurrence is attached, including the reference to any bid requirement.

TYPED NAME OF SIGNER: Indira Marquez

TITLE: Contracts Grant Administrator

(Individual authorized to administer the contract.)

SIGNATURE: INDIRA E. MARQUEZ Digitally signed by INDIRA E. MARQUEZ Date: 2021.08.09 11:53:39 -04'00'

DATE: 8/9/21



| Broward County Solicitation No. and Title: TRN2123204B1 - Paint and Body Repairs for Motor Vehicles |                      |                 |               |                        |  |  |
|---|----------------------|-----------------|---------------|------------------------|--|--|
| Reference for: (Name of Firm) Anita's B   | ody Shop             |                 |               |                        |  |  |
| Organization/Firm Name providing reference: Hollywood Kia   |                      |                 |               |                        |  |  |
| Contact Name/Title: Carlos Tavares  |                      |                 |               |                        |  |  |
| Contact E-mail: carlos@hollywoodkia.co  | m                    |                 |               |                        |  |  |
| Contact Phone: 754-204-2353   |                      |                 |               |                        |  |  |
| Name of Referenced Project: Auto Vehi   | cle Repairs          |                 |               |                        |  |  |
| Contract No.  | •                    |                 |               |                        |  |  |
| Contract Amount: Did not want to disclo   | se contract amo      | unt             |               |                        |  |  |
| Date Services Provided: June 2021- Cu   | urrent               |                 |               |                        |  |  |
| (list date rai  | nge or date servi    | ces began until | "current")    |                        |  |  |
| Vendor's role in Project: ⊠ Prime Ven   | ndor 🗆 Sub-c         | consultant/Sub- | contractor    |                        |  |  |
| Would you use this vendor again?   ✓ Ye   |                      |                 |               | onal Comments (below). |  |  |
| Description of services provided by V   |                      | , p             |               |                        |  |  |
| Body and paint for vehicles that have   |                      | nts             |               |                        |  |  |
| body and paint for vernoies that have   | been in accide       | 113.            |               |                        |  |  |
|   |                      |                 |               |                        |  |  |
|   |                      |                 |               |                        |  |  |
|   |                      |                 |               |                        |  |  |
| Please rate your experience with the referenced Vendor:   | Needs<br>Improvement | Satisfactory    | Excellent     | Not Applicable         |  |  |
| 1. Vendor's Quality of Service  |                      |                 |               |                        |  |  |
| a. Responsive   |                      | $\boxtimes$     |               |                        |  |  |
| b. Accuracy   |                      | $\boxtimes$     |               |                        |  |  |
| c. Deliverables   |                      |                 |               |                        |  |  |
| 2. Vendor's Organization  |                      |                 |               |                        |  |  |
| a. Staff expertise  |                      |                 |               |                        |  |  |
| b. Professionalism  |                      |                 |               |                        |  |  |
| c. Turnover   |                      |                 |               |                        |  |  |
| 3. Timeliness of:   |                      |                 |               |                        |  |  |
| a. Project  |                      |                 | $\boxtimes$   |                        |  |  |
| b. Deliverables   |                      |                 | $\boxtimes$   |                        |  |  |
|   |                      |                 |               |                        |  |  |
| Additional Comments: (provide on ad   |                      | -               |               |                        |  |  |
| Family owned and very professional.   | They have man        | y years of exp  | erience and   | the communication is   |  |  |
| great.  |                      |                 |               |                        |  |  |
|   |                      |                 |               |                        |  |  |
|   |                      |                 |               |                        |  |  |
| Deferences Chasked Dir  |                      |                 |               |                        |  |  |
| References Checked By   |                      | Title: Co       | intracte Gran | t Administrator        |  |  |
| Name: Indira Marquez  Division/Department: Transportation/Fle                                       | et Services          |                 |               | July 28, 2021          |  |  |
| Division/Department. Hansportation/Fie  | er Sei Aires         | שמוש טו א       | termealion.   | July 20, 202 I         |  |  |



| Broward County Solicitation No. and Title: TRN2123204B1 - Paint and Body Repairs for Motor Vehicles |  |                                   |             |                     |     |  |  |
|---|--|-----------------------------------|-------------|---------------------|-----|--|--|
| Reference for: (Name of Firm) Anita's Body Shop   |  |                                   |             |                     |     |  |  |
| Organization/Firm Name providing reference: Avis Budget   |  |                                   |             |                     |     |  |  |
| Contact Name/Title: Anthony Santaniello   |  |                                   |             |                     |     |  |  |
| Contact E-mail: anthony.santaniello@avisbudget.com  |  |                                   |             |                     |     |  |  |
| Contact Phone: 954-868-1208   |  |                                   |             |                     |     |  |  |
| Name of Referenced Project: Regular (   | Collision for Renta  | al Fleet                          |             |                     |     |  |  |
| Contract No. N/A  |  |                                   |             |                     |     |  |  |
| Contract Amount: N/A  |  |                                   |             |                     |     |  |  |
| Date Services Provided: Current   |  |                                   |             |                     |     |  |  |
| (list date ra   | inge or date servi   | ces began until                   | "current")  |                     |     |  |  |
| Vendor's role in Project: ⊠ Prime Ve<br>Would you use this vendor again? ⊠ Ye                       |  | consultant/Sub-<br>No, please spe |             | onal Comments (belo | w). |  |  |
| Description of services provided by \   |  | -,    -                           |             |                     |     |  |  |
| Auto body collision repairs   | GIIUUI.  |                                   |             |                     |     |  |  |
| Auto body comsion repairs   |  |                                   |             |                     |     |  |  |
|   |  |                                   |             |                     |     |  |  |
|   |  |                                   |             |                     |     |  |  |
| Please rate your experience with the referenced Vendor:   | Needs<br>Improvement   | Satisfactory                      | Excellent   | Not Applicable      |     |  |  |
| Vendor's Quality of Service   | improvement  |                                   |             |                     |     |  |  |
| a. Responsive   |  | $\triangleright$                  |             |                     |     |  |  |
| ·   |  |                                   |             |                     |     |  |  |
| <ul><li>b. Accuracy</li><li>c. Deliverables</li></ul>   |  |                                   |             |                     |     |  |  |
|   |  |                                   |             |                     |     |  |  |
| 2. Vendor's Organization  |  |                                   |             |                     |     |  |  |
| a. Staff expertise     b. Professionalism   |  |                                   |             |                     |     |  |  |
| c. Turnover   |  |                                   |             |                     |     |  |  |
| 3. Timeliness of:   |  |                                   |             |                     |     |  |  |
|   |  |                                   |             |                     |     |  |  |
| a. Project<br>b. Deliverables   |  |                                   |             |                     |     |  |  |
| b. Deliverables   |  |                                   |             |                     |     |  |  |
| Additional Comments: (provide on ac   | Iditional sheet if   | needed)                           |             |                     |     |  |  |
| Anita's is a reliable vendor with good  |  | •                                 | and timelin | ASS                 |     |  |  |
|   |  | ., o.ga                           |             |                     |     |  |  |
|   |  |                                   |             |                     |     |  |  |
|   |  |                                   |             |                     |     |  |  |
|   |  |                                   |             |                     |     |  |  |
| References Checked By   |  |                                   |             |                     |     |  |  |
| Name: Indira Marquez Title: Contracts Grant Administrator   |  |                                   |             |                     |     |  |  |
|   | Division/Department: Transportation/Fleet Services Date of Verification: August 02, 2021 |                                   |             |                     |     |  |  |



| Broward County Solicitation No. and Title: TRN2123204B1 - Paint and Body Repairs for Motor Vehicles |   |                   |                  |                        |  |  |  |
|---|---|-------------------|------------------|------------------------|--|--|--|
| Reference for: (Name of Firm) Anita's Body Shop   |   |                   |                  |                        |  |  |  |
| Organization/Firm Name providing refere   | Organization/Firm Name providing reference: Sixt Rent a Car |                   |                  |                        |  |  |  |
| Contact Name/Title: Gema Mena   |   |                   |                  |                        |  |  |  |
| Contact E-mail: gema.mena@sixt.com  |   |                   |                  |                        |  |  |  |
| Contact Phone: 954-854-6308   |   |                   |                  |                        |  |  |  |
| Name of Referenced Project: Auto Vehicle Repairs  |   |                   |                  |                        |  |  |  |
| Contract No. N/A  |   |                   |                  |                        |  |  |  |
| Contract Amount: N/A  |   |                   |                  |                        |  |  |  |
| Date Services Provided: Current-Contr   | act is reviewed y   | early/            |                  |                        |  |  |  |
| (list date ra   | nge or date serv  | ices began unti   | l "current")     |                        |  |  |  |
| Vendor's role in Project: ☐ Prime Ven   | odor 🗆 Sub (  | consultant/Sub-   | contractor       |                        |  |  |  |
| Vendor's role in Project: ⊠ Prime Ver<br>Would you use this vendor again? ⊠ Ye                      |   |                   |                  | anal Commente (holow)  |  |  |  |
| ,   |   | ino, piease spe   | City in Addition | onal Comments (below). |  |  |  |
| Description of services provided by V   |   |                   |                  |                        |  |  |  |
| Paint and Body Repairs for vehicles t   | hat have been i   | n a accident      |                  |                        |  |  |  |
|   |   |                   |                  |                        |  |  |  |
|   |   |                   |                  |                        |  |  |  |
|   |   |                   |                  |                        |  |  |  |
| Please rate your experience with the referenced Vendor:   | Needs<br>Improvement  | Satisfactory      | Excellent        | Not Applicable         |  |  |  |
| 1. Vendor's Quality of Service  | •   |                   |                  |                        |  |  |  |
| a. Responsive   |   |                   |                  |                        |  |  |  |
| b. Accuracy   |   |                   | $\boxtimes$      |                        |  |  |  |
| c. Deliverables   | $\boxtimes$   |                   |                  |                        |  |  |  |
| 2. Vendor's Organization  |   |                   |                  | <u> </u>               |  |  |  |
| a. Staff expertise  |   |                   |                  |                        |  |  |  |
| b. Professionalism  |   | $\boxtimes$       |                  |                        |  |  |  |
| c. Turnover   | $\boxtimes$   |                   |                  |                        |  |  |  |
| 3. Timeliness of:   |   |                   |                  |                        |  |  |  |
| a. Project  | $\boxtimes$   |                   |                  |                        |  |  |  |
| b. Deliverables   | $\boxtimes$   |                   |                  |                        |  |  |  |
|   |   |                   |                  |                        |  |  |  |
| Additional Comments: (provide on ad   | ditional sheet i  | f needed)         |                  |                        |  |  |  |
| Need improvement with communicati   | ons on status o   | of vehicle that a | are in for rep   | oairs.                 |  |  |  |
| -   |   |                   | -                |                        |  |  |  |
|   |   |                   |                  |                        |  |  |  |
|   |   |                   |                  |                        |  |  |  |
|   |   |                   |                  |                        |  |  |  |
| References Checked By   |   |                   |                  |                        |  |  |  |
| Name: Indira Marquez  |   | Title: Co         | ntracts Gran     | t Administrator        |  |  |  |
| Division/Department: Transportation/Fle   | et Services   | Date of \         | Verification: A  | August 09. 2021        |  |  |  |



TO: Patricia Cruz, Purchasing Agent Purchasing Division FROM: Indira Marquez, Contracts Grants Administrator,

Transportation Dept., Fleet Services

SUBJECT: Solicitation No.: TRN2123204B1

Paint and Body Repairs for Motor Vehicles

Recommended Vendor: CAFFI BROTHERS BODY SHOP Recommended Group(s)/Line Item(s): Group 2; lines 1-3

Initial Award Amount: \$ 100,000 Potential Total Amount: \$ 250,000

Two Years

Initial Contract Term: Contract Term, including Renewals: Three Years **CONCURRENCE:** The agency has reviewed Vendor's response(s) for specification compliance and Vendor responsibility, which includes license requirements (if applicable). I have reviewed all documents including the Vendor Questionnaire and after careful evaluation, I concur with recommendation for award to the Vendor. FINANCIAL BACKGROUND/D & B REPORT: (check one) ☐ I am satisfied with the Vendor's financial background and/or rating and payment performance. Not applicable Vendor references were satisfactory. **LITIGATION HISTORY: (check one)**  I have reviewed the Litigation History Form and there is no issue of concern. Refer to additional information from the Office of the County Attorney to address an issue/concern. PAST PERFORMANCE: (check all that apply) I have reviewed the Vendor's past Performance Evaluations in ContractsCentral and: Vendor received an overall rating ≥ 2.59 on all evaluations. No evaluations within the past three years contained any items rated a score of 2 or less.  $\square$  Vendor received a rating  $\leq$  2.59 on an evaluation(s). Refer to additional information.  $\square$  Vendor received a score of  $\leq 2$  on an individual item(s). Refer to additional information. Past evaluations are not relevant to the scope of this contract.

# AND

⋉ No past Performance Evaluations exist in ContractsCentral.

Reference Verification Forms are attached.

OR

Reference Verification Forms are not required: Commodity only purchase (less than \$250,000); Service less than \$100,000 and the Vendor has a Performance Evaluation within the past three years.

## **NON-CONCURRENCE:**

☐ I do not concur. Detailed reason for non-concurrence is attached, including the reference to any bid requirement.

TYPED NAME OF SIGNER: Indira Marquez

TITLE: Contracts Grant Administrator

(Individual authorized to administer the contract.)

SIGNATURE: INDIRA E. MARQUEZ Digitally signed by INDIRA E. MARQUEZ Date: 2021.08.09 11:52:45 -04'00'

DATE: 8/9/21



| Broward County Solicitation No. and Title: TRN2123204B1 - Paint and Body Repairs for Motor Vehicles |   |                                 |             |                        |  |  |  |
|---|---|---------------------------------|-------------|------------------------|--|--|--|
| Reference for: (Name of Firm) Caffi Brothers Body Shop  |   |                                 |             |                        |  |  |  |
| Organization/Firm Name providing refere   | Organization/Firm Name providing reference: City of Hollywood |                                 |             |                        |  |  |  |
| Contact Name/Title: Warren Winston  |   |                                 |             |                        |  |  |  |
| Contact E-mail: wwinston@hollywoodfl.org  |   |                                 |             |                        |  |  |  |
| Contact Phone: 954-854-6308   |   |                                 |             |                        |  |  |  |
| Name of Referenced Project: Fleet Cars  | Body Work and   | d Paint                         |             |                        |  |  |  |
| Contract No.  |   |                                 |             |                        |  |  |  |
| Contract Amount: 20,000.00  |   |                                 |             |                        |  |  |  |
| Date Services Provided: February 2021   | - Current   |                                 |             |                        |  |  |  |
| (list date rar  | ige or date serv  | ices began until                | "current")  |                        |  |  |  |
| Vendor's role in Project: ⊠ Prime Ven   | dor 🗌 Sub-c   | consultant/Sub-                 | contractor  |                        |  |  |  |
| Would you use this vendor again?  |   |                                 |             | onal Comments (below). |  |  |  |
| Description of services provided by Vo  |   | . 10, p.0000 opo                |             |                        |  |  |  |
| Paint and body repairs work on vehicl   |   | on in accident                  | e           |                        |  |  |  |
| Faint and body repairs work on venici   | es that have be   | en in accident                  | .S.         |                        |  |  |  |
|   |   |                                 |             |                        |  |  |  |
|   |   |                                 |             |                        |  |  |  |
|   |   |                                 |             |                        |  |  |  |
| Please rate your experience with the referenced Vendor:   | Needs<br>Improvement  | Satisfactory                    | Excellent   | Not Applicable         |  |  |  |
| 1. Vendor's Quality of Service  | •   |                                 |             |                        |  |  |  |
| a. Responsive   |   |                                 |             |                        |  |  |  |
| b. Accuracy   |   |                                 | $\boxtimes$ |                        |  |  |  |
| c. Deliverables   |   |                                 | $\boxtimes$ |                        |  |  |  |
| 2. Vendor's Organization  |   |                                 |             | <u> </u>               |  |  |  |
| a. Staff expertise  |   |                                 |             |                        |  |  |  |
| b. Professionalism  |   |                                 |             |                        |  |  |  |
| c. Turnover   |   |                                 | $\boxtimes$ |                        |  |  |  |
| 3. Timeliness of:   |   |                                 |             |                        |  |  |  |
| a. Project  |   |                                 | $\boxtimes$ |                        |  |  |  |
| b. Deliverables   |   |                                 | $\boxtimes$ |                        |  |  |  |
|   |   |                                 |             |                        |  |  |  |
| Additional Comments: (provide on add  |   | f needed)                       |             |                        |  |  |  |
| Excellent service, professional and ca  | ring.   |                                 |             |                        |  |  |  |
|   |   |                                 |             |                        |  |  |  |
|   |   |                                 |             |                        |  |  |  |
|   |   |                                 |             |                        |  |  |  |
| References Checked By   |   |                                 |             |                        |  |  |  |
| Name: Indira Marquez Title: Contracts Grant Administrator   |   |                                 |             |                        |  |  |  |
| Division/Department: Transportation/Flee  |   | Date of Verification: 7/28/2021 |             |                        |  |  |  |



| Broward County Solicitation No. and Title: TRN2123204B1 - Paint and Body Repairs for Motor Vehicles |                      |                 |                  |                        |  |  |  |
|---|----------------------|-----------------|------------------|------------------------|--|--|--|
| Reference for: (Name of Firm) CAFFI BROTHERS BODY SHOP  |                      |                 |                  |                        |  |  |  |
| Organization/Firm Name providing reference: Enterprise Holdings                                     |                      |                 |                  |                        |  |  |  |
| Contact Name/Title: Mark Asuncion   |                      |                 |                  |                        |  |  |  |
| Contact E-mail: mark.e.asuncion@ehi.com   |                      |                 |                  |                        |  |  |  |
| Contact Phone: 561-719-3306   |                      |                 |                  |                        |  |  |  |
| Name of Referenced Project: Fleet Cars Body Work and Paint  |                      |                 |                  |                        |  |  |  |
| Contract No.  |                      |                 |                  |                        |  |  |  |
| Contract Amount:  |                      |                 |                  |                        |  |  |  |
| Date Services Provided: February 2019   | 9-current            |                 |                  |                        |  |  |  |
| (list date ra   | nge or date serv     | ices began unti | l "current")     |                        |  |  |  |
| Vandar's role in Project: Drime Var   | odor 🕅 Cub a         | consultant/Sub- | contractor       |                        |  |  |  |
| Vendor's role in Project: ☐ Prime Ver<br>Would you use this vendor again? ☒ Ye                      |                      |                 |                  | and Commonto (bolow)   |  |  |  |
| ,   |                      | ino, piease spe | City in Addition | onal Comments (below). |  |  |  |
| Description of services provided by V   |                      |                 |                  |                        |  |  |  |
| Fleet of about 45000 car and Caffi Bro  | s fixes damage       | on vehicles c   | onsisting of     | paint and body.        |  |  |  |
|   |                      |                 |                  |                        |  |  |  |
|   |                      |                 |                  |                        |  |  |  |
|   |                      |                 |                  |                        |  |  |  |
| Please rate your experience with the referenced Vendor:   | Needs<br>Improvement | Satisfactory    | Excellent        | Not Applicable         |  |  |  |
| 1. Vendor's Quality of Service  | •                    |                 |                  |                        |  |  |  |
| a. Responsive   |                      |                 |                  |                        |  |  |  |
| b. Accuracy   |                      |                 |                  |                        |  |  |  |
| c. Deliverables   | Ä                    |                 |                  |                        |  |  |  |
| 2. Vendor's Organization  |                      |                 |                  |                        |  |  |  |
| a. Staff expertise  |                      |                 |                  |                        |  |  |  |
| b. Professionalism  | Ä                    |                 |                  |                        |  |  |  |
| c. Turnover   | Ä                    |                 |                  |                        |  |  |  |
| 3. Timeliness of:   |                      |                 |                  |                        |  |  |  |
| a. Project  |                      |                 | $\boxtimes$      |                        |  |  |  |
| b. Deliverables   | Ä                    | Ä               |                  | Ä                      |  |  |  |
|   |                      |                 |                  |                        |  |  |  |
| Additional Comments: (provide on ad   | ditional sheet if    | f needed)       |                  |                        |  |  |  |
| Vendor is very responsive and they a  |                      | •               | The owners       | are always present an  |  |  |  |
| involved.   | •                    |                 |                  | • •                    |  |  |  |
|   |                      |                 |                  |                        |  |  |  |
|   |                      |                 |                  |                        |  |  |  |
|   |                      |                 |                  |                        |  |  |  |
| References Checked By   |                      |                 |                  |                        |  |  |  |
| Name: Indira Marquez  |                      |                 |                  | t Administrator        |  |  |  |
| Division/Department: Transportation/Fle   | et Services          | Date of \       | Verification: .  | July 29, 2021          |  |  |  |



| Broward County Solicitation No. and Title: TRN2123204B1 - Paint and Body Repairs for Motor Vehicles |                      |                 |                 |                        |  |  |  |  |
|---|----------------------|-----------------|-----------------|------------------------|--|--|--|--|
| Reference for: (Name of Firm) CAFFI BROTHERS BODY SHOP  |                      |                 |                 |                        |  |  |  |  |
| Organization/Firm Name providing reference: Sixt Rent a Car   |                      |                 |                 |                        |  |  |  |  |
| Contact Name/Title: Gema Mena   |                      |                 |                 |                        |  |  |  |  |
| Contact E-mail: gema.mena@sixt.com  |                      |                 |                 |                        |  |  |  |  |
| Contact Phone: 954-854-6308   |                      |                 |                 |                        |  |  |  |  |
| Name of Referenced Project: Paint and I   | Body Work on R       | ental Vehicles  |                 |                        |  |  |  |  |
| Contract No. N/A  |                      |                 |                 |                        |  |  |  |  |
| Contract Amount: N/A  | Contract Amount: N/A |                 |                 |                        |  |  |  |  |
| Date Services Provided: September 202   | 20                   |                 |                 |                        |  |  |  |  |
| (list date ran  | ge or date servi     | ces began until | "current")      |                        |  |  |  |  |
| Vendor's role in Project: ☐ Prime Vendor  |                      | consultant/Sub- |                 | anal Cammanta (halaw)  |  |  |  |  |
| Would you use this vendor again? ⊠ Yes  |                      | ivo, piease spe | city in Additio | onal Comments (below). |  |  |  |  |
| Description of services provided by Ve  |                      |                 |                 |                        |  |  |  |  |
| Provides paint and body work for vehic  | cles that have I     | been damage     | or in a accid   | lent.                  |  |  |  |  |
|   |                      |                 |                 |                        |  |  |  |  |
|   |                      |                 |                 |                        |  |  |  |  |
|   |                      |                 |                 |                        |  |  |  |  |
| Please rate your experience with the referenced Vendor:   | Needs<br>Improvement | Satisfactory    | Excellent       | Not Applicable         |  |  |  |  |
| 1. Vendor's Quality of Service  |                      |                 |                 |                        |  |  |  |  |
| a. Responsive   |                      |                 | $\boxtimes$     |                        |  |  |  |  |
| b. Accuracy   |                      |                 |                 |                        |  |  |  |  |
| c. Deliverables   |                      |                 | $\boxtimes$     |                        |  |  |  |  |
| 2. Vendor's Organization  |                      |                 |                 |                        |  |  |  |  |
| a. Staff expertise  |                      |                 |                 |                        |  |  |  |  |
| b. Professionalism  |                      |                 | $\boxtimes$     |                        |  |  |  |  |
| c. Turnover   |                      |                 | $\boxtimes$     |                        |  |  |  |  |
| 3. Timeliness of:   | _                    |                 |                 | _                      |  |  |  |  |
| a. Project  |                      |                 |                 |                        |  |  |  |  |
| b. Deliverables   |                      |                 | $\boxtimes$     |                        |  |  |  |  |
|   |                      |                 |                 |                        |  |  |  |  |
| Additional Comments: (provide on add  | litional sheet if    | needed)         |                 |                        |  |  |  |  |
| Staff is very courteous and profession  | al and keeps u       | s inform on st  | atus of the v   | ehicles in the shop.   |  |  |  |  |
| They are very reliable.   |                      |                 |                 |                        |  |  |  |  |
|   |                      |                 |                 |                        |  |  |  |  |
|   |                      |                 |                 |                        |  |  |  |  |
|   |                      |                 |                 |                        |  |  |  |  |
| References Checked By   |                      | T''' 6          |                 | ( A 1 - 2 - 2 - 4 - 4  |  |  |  |  |
| Name: Indira Marquez  |                      |                 |                 | t Administrator        |  |  |  |  |
| Division/Department: Transportation/Flee  | t Services           | Date of \       | /erification: ( | J8/U9/2021             |  |  |  |  |