

16. Program Title:

Elevator Maintenance Services

17. Contract Effort Description:

Preventive Maintenance, repairs and safety inspections of 49 traction elevators, 15 hydraulic elevators, 1 wheel chair lift, 1 dumbwaiter and 1 pneumatic tube system at the Harry S Truman, Columbia Plaza, International Chancery Center Buildings, and Blair House, Schultz Center and Beltsville Information Management Center complexes.

Small Business Utilization

Does this contract include a subcontracting plan? No

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Date of last Individual Subcontracting Report (ISR) / Summary Subcontracting Report (SSR): N/A

18. Evaluate the following Areas: Past Rating Rating Trend

	Past Rating	Rating	Trend
a. Quality of Product or Service	N/A	Exceptional	N/A
b. Schedule	N/A	Exceptional	N/A
c. Cost Control	N/A	Exceptional	N/A
d. Business Relations	N/A	Exceptional	N/A
e. Management of Key Personnel	N/A	Exceptional	N/A
f. Utilization of Small Business	N/A	N/A	N/A

g. Other Areas:

- (1): N/A
- (2): N/A
- (3): N/A
- (4): N/A
- (5): N/A
- (6): N/A
- (7): N/A
- (8): N/A

19. N/A

20. Assessing Official Narrative:

(i.e., PMS, PMA, or Equivalent Individual) Responsible for Program, Project, or Task/Job Order Execution

QUALITY OF PRODUCT OR SERVICE: During this rating period Quality Elevator has performed exceptional in performing the tasks as outlined in the contract documents to include superior management, technical knowledge and a great office staff. The Department of State (DoS) has equipment that is new and equipment that is 54 years old, Quality has technical staff knowledgeable with all the equipment under the contract. This company is one of the best companies DoS has contracted for elevator services in the past 25 years. It is clear that Quality takes pride in their service.

SCHEDULE: All maintenance, repairs and safety tests were performed during the assigned time allotted to complete these tasks including special scheduling due to building issues or diplomatic functions. Quality Elevator was very flexible in working with DoS time frames required due to these building issues. Quality's staff works closely with DoS to keep things on track/schedule.

COST CONTROL: Being a Firm-Fixed Price contract the only cost control is in repairs over the contractor provided requirement of man hours per repair. Quality's speedy repairs are very effective in controlling costs. It is clear that Quality continues to work hard to keep costs reasonable.

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AND 42.1503

BUSINESS RELATIONS: Quality Elevator has a very professional attitude and in doing so makes my job a lot easier. Quality has a 'can do' attitude, their insight in the elevator field is exceptional and an enormous help to DoS. Their managers, supervisors and office staff work very closely with DoS. Communications between DoS and Quality managers, supervisors and office staff occur at least a couple times a week. They are very cooperative with DoS in working to build and keep a good business relationship.

MANAGEMENT OF KEY PERSONNEL: The Foreman Mechanic is the key personal under this contract. Quality provides a Foreman Mechanic that is capable of performing his duties at an exceptional level. He is on top of the work being performed and notifies me if something that I should know about arises. We communicate on a daily basis. He has good insight in foreseeing areas that need attention before they become an issue. He also does a great job handling the onsite employees.

ADDITIONAL/OTHER: They have many performance strong points, to mention a few, management, technical expertise, proper personnel for each job and they always come through when the chips are down. I would gladly use them again and would recommend them to any other Government agencies and/or the private sector. All task orders are included in this rating period and the CO agrees with the COR's rating.

RECOMMENDATION: Given what I know today about the Contractor's ability to execute what they promised in their proposal, I definitely would award to them today given that I had a choice.