

18. Evaluate the following Areas:

	Past Rating	Rating	Trend
a. Quality of Product or Service	N/A	Very Good	N/A
b. Schedule	N/A	Very Good	N/A
c. Cost Control	N/A	Very Good	N/A
d. Business Relations	N/A	Very Good	N/A
e. Management of Key Personnel	N/A	Very Good	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:

QUALITY OF PRODUCT OR SERVICE: During this rating period the contractor has provided Very Good service to this government entity for Preventive Maintenance, Service Calls and Repair Services of 23 traction elevators meeting contract requirements on a consistent basis. Contractor has responded to all service call requests quickly and equipment put back into service within 15 minutes 90% of the time. The other 10% were either after hours calls requiring mechanics repair the following day with a part needed from the shop not readily available for the older equipment or shut down requiring more extensive repair beyond the 48 hour contract requirement when an extension with a written request to the COR by the Project Manager was received 95% of the time. Contractor has met all paper work submission requirements in the contract for this rating period. Contractor has supplied extra personnel to perform the Annual Fire Recall, Annual Safety and Five Year Governor, Safety and Buffer inspections with repairs, as noted to be deficiencies, to inspectors satisfaction in a timely manner. Contractor has brought in competent and knowledgeable employees when needed to troubleshoot and repair the older equipment which involved more than normal service or repair.

Example: There is a 1950's era bank of elevators with generators, capacitors and resistors that many technicians have not worked on before. The contractor diagnosed a bad generator, removed it, sent out to have rebuilt and reinstalled in a timely manner. This same bank had a dispatching problem which was found to be a bad dispatching circuit board. No new ones are available for this old equipment. The contractor sent it out to a shop that could rebuild it and it was reinstalled with minimal down time for only one elevator in the bank.

One bank of four elevators had only two elevators working on normal dispatching mode from the day the contractor took over the contract. During this rating period, one of their diagnostic technicians diagnosed that this bank was only in a duplex dispatching mode with the other two in a hospital

dispatching manual mode and were not connected or programmed into the dispatching module. Their technician worked on it for several days to find and install a group dispatching module to install in the CPU and contacted the Manufacturer, who no longer makes the equipment, to get a representative on site to program the CPU to dispatch all four elevators. The elevators were put into emergency dispatch mode so as they could still be used minimizing customer disruption during this repair process. This brought this bank into full service before turning over to a new contract.

Contractor also received the GSA contract to modernize our two elevator bank located at our 24 hour entrance, used by the top management, which we were having problems with

and many complaints on. The contractor brought in a professional and competent crew to install new elevator controllers, wiring, cab panels, lobby panels and door opening hardware within the time frame and budget with a clean and non disruptive work environment for the entire project time frame. Contractor monitored operation for two weeks and made minor adjustments to turn over a quality product to our customers.

SCHEDULE: All Preventive Maintenance on the monthly schedule were completed during that month. Daily operational status reports were delivered to COR by 8:00 am per contract. All standard service call repairs were completed within the 48 hour contract time frame and service call reports delivered to the COR within this time frame. All requests for extension over the 48 hour repair window have been submitted to COR for approval and 'Estimated Back-In-Service' times have been met within a day, plus-or-minus, of the estimate except for extenuating circumstances, ie: material availability delays. Projects have met time frames in the written proposals except for one requiring a delay to acquire material not readily available.

COST CONTROL: Being a Fixed Price Contract, the only areas of cost control are: The timely delivery of invoices for monthly Receipt and Acceptance and delivery of invoice copy to contract CO. Delivery of Wage Determination before new Fiscal Year for budget submission for funding. Timely cost proposals for projects to determine and submit for funding of material costs over the contract limit or for labor costs not covered in the contract.

Contractor has submitted all invoices, wage determination increases and project proposals per contract requirements.

BUSINESS RELATIONS: Contractor has had very good communications with this office.

Contractor initiated a Quality Control plan with an assigned company inspector to do monthly inspections and report to the COR with a written report and personal contact to discuss any issues.

Contractor Operations Manager meets with this office at least once per month for general service discussions and or concerns.

Operations Manager or Field Supervisor keeps this office informed prior to personnel changes.

Contractor management have responded to all inquiries, employee issues and service problems brought to them by this office.

~~MANAGEMENT OF KEY PERSONNEL:~~ Contractor Project Manager has maintained monthly contact with the COR and has overseen onsite technicians service quality and has made personnel changes when deemed necessary to maintain quality service to the government. The Project Manager and Quality Control Inspector have kept the COR up to date with any deficiencies in service being worked by the contractor, which could cause service disruptions, and an adequately met time frame for return to service of the equipment.

Contractor had a Lead Mechanic on site during this rating period with extensive background and diagnostic skills of the equipment we have in this building to maintain the quality of service this government agencies customers have come to expect. Not an easy task with equipment meeting its life span.

Contractor had their in-house adjuster onsite when needed to get equipment back in service quickly which required programming of CPU's or other technical repairs above regular service repair as part of the contract, therefore, not costing the government for sub-contractor work which would have been above regular contract pricing.

ADDITIONAL/OTHER: As COR of this contract, from July 2009 through September 2013, there was continued communications and support from this contractor on correcting any deficiencies that came up timely and performing the Preventive Maintenance and Service Calls expeditiously and to elevator mechanical standards. As COR, I would recommend this contractor for consideration in future contracts.

22. Contractor Comments:

QUALITY OF PRODUCT OR SERVICE: Quality Elevator is proud to provided quality service to our customers. We try to respond as quickly as possible to every situation.

SCHEDULE: Our technicians work hard to stay on schedule for all preventative maintenance. Some of the older equipment can be challenging when trying to find materials but our technicians and support staff have great communication with each other and with the customer to keep everyone aware of the situation. This helps to keep the preventative maintenance on schedule.

COST CONTROL: Our support staff is dedicated to providing quality service as well by ensuring timely invoicing and proposal submissions.

BUSINESS RELATIONS: A good business relationship is important. Communication is key to a successful relationship. Working with the staff at IRS has been an excellent experience.

MANAGEMENT OF KEY PERSONNEL: We agree that our key personnel work well with the staff at IRS. We continue to provide extensive training to both our field technicians and our support staff.

ADDITIONAL/OTHER: It has been a pleasure to work with the IRS personnel during the contracted period of performance.