

18. Evaluate the following Areas:

	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	Exceptional	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: The services provided by Quality elevator at the Theodore Roosevelt Federal Building has been exceptional. All work has been performed in a timely, and professional manner. I would recommend this company to anyone with no reservations what so ever!

SCHEDULE: All work performed on time in accordance with schedule. All service, maintenance work, tests and adjustments were performed in accordance with PM guides, and as explained in planned work schedules.

COST CONTROL: In the past seven years Quality Elevator has never made a request for any additional funds except when OPM made specific requests for additional services outside of the normal hours listed in the contract requirements of 6am to 5pm Monday thru Friday.

BUSINESS RELATIONS: Quality Elevator is the most professional elevator company I have worked with in my 38 years of government service. From their technicians to the President of the company everyone has the can do attitude and they always make it right! It is a pleasure to do business with this company.

MANAGEMENT OF KEY PERSONNEL: Quality's Management Team is second to none, they are smart, honest, and are always willing to go the extra mile to help their customers. They don't try to nickel and dime you to death you like so many companies in the trade do. I have found that when they tell you something you can take it to the bank!

UTILIZATION OF SMALL BUSINESS: Quality works with small small businesses that perform as they do, Quality doesn't do business with anyone that would or could hurt the great reputation that they have built over the years!

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ADDITIONAL/OTHER: Quality Elevator has proven itself to be an exceptional asset to the TRB and OPM employees. The elevator service has improved dramatically since Quality Elevator began maintaining the TRB equipment. Quality was awarded a contract to upgrade the elevator controllers on all passenger cars and install new door operators the elevators service has improved 150% I would definitely award Quality another contract, the fact is Quality is on their second five year full maintenance contract!

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.

Contractor Comments:

QUALITY OF PRODUCT OR SERVICE: We take pride in providing quality service to our customers. We ensure our services are timely, professional and efficient.

SCHEDULE: We work tirelessly to ensure timely services. Our staff works closely with our customers to make sure services are performed on schedule.

COST CONTROL: We work hard to keep our cost reasonable without sacrificing quality. We keep our standards high so that we can provide the best service possible.

BUSINESS RELATIONS: It has been a pleasure working with the facility personnel at the Theodore Roosevelt Federal Building. Quality believes there is a great working relationship with everyone and effective communication skills on both parties.

MANAGEMENT OF KEY PERSONNEL: Our management team works hard to keep our customers needs above all else.

UTILIZATION OF SMALL BUSINESS: We prides ourselves on our working relationships with other small businesses. It is important to us to use only the best of the best in order to provide quality service to our customers.