

ASSESSMENT FORM FOR CLEANING CONTRACTOR'S PERFORMANCE

Note:

1. This form is to be completed by an assessing officer representing the Service Buyer (i.e. Superintending Officer/ Person-in-charge with a managerial position).
2. Please complete all fields in the form. For areas that are not applicable, please indicate "NIL" or "N.A."

| | | |
|---|---|---|
| Project Title/ Description of Work: Provision of Cleaning service to Breeze By the East | | |
| Name of Service Buyer: The MCST Plan No. 3674 | | |
| Name of Managing Agent (if applicable): Chambers Property Management Services Pte Ltd | | |
| Name of Cleaning Contractor: AO ServicePro Pte Ltd | | |
| Name of Cleaning Sub-contractor (if applicable): N.A. | | |
| Contract Sum, \$ (entire contract period): | Contract Commencement Date (dd/mm/yyyy): 01/06/2014 | Contract Completion Date (dd/mm/yyyy): 31/05/2015 |



| Performance Assessment Criteria | Multiplier Factor (a) | Performance Factor (b) (Between 0 to 10) | Performance Score (a) × (b) |
|--|--------------------------|--|--------------------------------|
| MANAGEMENT (65%) | | | |
| Planning and control - Adherence to cleaning schedule and standards | 2 | 9 | 18 |
| Documentation of work | 0.5 | 8 | 4 |
| Response to instructions | 1.5 | 10 | 15 |
| Provision of supervision | 1.5 | 10 | 15 |
| Administrative support | 0.5 | 9 | 4.5 |
| Internal performance monitoring system | 0.5 | 9 | 4.5 |
| MANPOWER (15%) | | | |
| Competent workforce | 1.5 | 9 | 13.5 |
| EQUIPMENT (20%) | | | |
| Proper tool, equipment and uniform | 1 | 10 | 10 |
| Adequate maintenance (of tools and equipment) | 1 | 10 | 10 |
| TOTAL SCORE^{1,2} | | | 94.5 |

¹ Please refer to the following page for the Performance Grade.

² To qualify for Clean Mark award, the cleaning contractor must achieve an average of 65 and 75 points, or more, for Clean Mark Silver and Clean Mark Gold, respectively.

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Other comments on Contractor's performance, if any:

| | |
|---|--|
| Name of Assessor* (Superintending Officer) | : RICK WONG |
| Designation | : Lead Manager |
| Email Address | : breezebytheeast@singnet.com.sg |
| Contact Number | : 64454266 |
| Company Stamp |  |
| Signature | :  |
| Date | : 24/2/2015 |

| Total Score | Performance Grade |
|-------------|-------------------|
| 81 to 100 | Excellent |
| 71 to 80 | Very Good |
| 61 to 70 | Good |
| 51 to 60 | Satisfactory |
| 0 to 50 | Poor |

* Please complete the following if the Superintending Officer is not of a managerial position.

| | |
|---|---|
| Name of Counter-signing Officer (Managerial and above) | : |
| Designation | : |
| Email Address | : |
| Contact Number | : |
| Company Stamp | : |
| Signature | : |
| Date | : |