

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: <i>Provision of Cleaning Services to Oxley Residences</i>		
Name of Service Buyer: <i>Oxley Residences</i>		
Name of Managing Agent (if applicable): <i>N.A.</i>		
Name of Cleaning Contractor: <i>AO ServicePro Pte Ltd</i>		
Name of Cleaning Sub-contractor (if applicable): <i>N.A.</i>		
Contract Sum, \$ (entire contract period):	Contract Commencement Date (dd/mm/yyyy): <i>11/11/2014</i>	Contract Completion Date (dd/mm/yyyy): <i>10/11/2015</i>


Performance Assessment Criteria	Multiplier Factor (a)	Performance Factor (b) (Between 0 to 10)	Performance Score (a) x (b)
MANAGEMENT (65%)			
Planning and control - Adherence to cleaning schedule and standards	2	8	16
Documentation of work	0.5	8	4
Response to instructions	1.5	9	13.5
Provision of supervision	1.5	9	13.5
Administrative support	0.5	9	4.5
Internal performance monitoring system	0.5	8	4
MANPOWER (15%)			
Competent workforce	1.5	9	13.5
EQUIPMENT (20%)			
Proper tool, equipment and uniform	1	9	9
Adequate maintenance (of tools and equipment)	1	9	9
TOTAL SCORE^{1,2}			87

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* <i>(Superintending Officer)</i>	:	Richard Goh
Designation	:	Building Manager
Email Address	:	gohrichard@ymail.com
Contact Number	:	97526829
Company Stamp	:	
Signature	:	
Date	:	17/02/2015

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 <i>(Managerial and above)</i>	:	
Designation	:	
Email Address	:	
Contact Number	:	
Company Stamp	:	
Signature	:	
Date	:	