

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 Service to Quintiles East Asia Pte Ltd.</i>		
Name of Service Buyer: <i>Quintiles East Asia Pte Ltd</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>01/11/2014</i>	Contract Completion Date (dd/mm/yyyy): <i>31/10/2015</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	<i>9</i>	<i>18</i>
Documentation of work	0.5	<i>9</i>	<i>4.5</i>
Response to instructions	1.5	<i>9</i>	<i>13.5</i>
Provision of supervision	1.5	<i>8</i>	<i>12</i>
Administrative support	0.5	<i>10</i>	<i>5</i>
Internal performance monitoring system	0.5	<i>8</i>	<i>4</i>
MANPOWER (15%)			
Competent workforce	1.5	<i>9</i>	<i>13.5</i>
EQUIPMENT (20%)			
Proper tool, equipment and uniform	1	<i>10</i>	<i>10</i>
Adequate maintenance (of tools and equipment)	1	<i>9</i>	<i>9</i>
TOTAL SCORE¹⁻²			<i>87.5</i>

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)	: Grace Lee	<table border="1"> <thead> <tr> <th>Total Score</th> <th>Performance Grade</th> </tr> </thead> <tbody> <tr> <td>81 to 100</td> <td>Excellent</td> </tr> <tr> <td>71 to 80</td> <td>Very Good</td> </tr> <tr> <td>61 to 70</td> <td>Good</td> </tr> <tr> <td>51 to 60</td> <td>Satisfactory</td> </tr> <tr> <td>0 to 50</td> <td>Poor</td> </tr> </tbody> </table>	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
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													
Designation	: Facilities Manager													
Email Address	: grace.lee@quantiles.com													
Contact Number	: 93972728													
Company Stamp	:  75 Science Park Drive, #06-08 CINTECH IV, Science Park One Singapore 118284 Tel: +65 6882 1000 Fax: +65 6872 0430 Reg. No: 199501912D													
Signature	: 													
Date	: 24 Feb 2015													

* 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	: