

## Performance Evaluation Details

<b>ID</b>	E1
<b>Project</b>	COSMETOLOGY AND AESTHETIC SERVICES FOR SENIORS
<b>Project Number</b>	23RFQ138337A-CJC
<b>Supplier</b>	Katylady Building Maintenance Services
<b>Supplier Project Contact</b>	Glenda Anderson (preferred language: English)
<b>Performance Program</b>	Goods and Commodity Services
<b>Evaluation Period</b>	10/01/2024 to 12/31/2024
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	Not Specified
<b>Expectations Meeting Date</b>	Not Specified
<b>Status</b>	Draft
<b>Evaluation Score</b>	100

### Related Documents

There are no documents associated with this Performance Evaluation

**OVERALL RATING GUIDE - GOODS AND COMMODITY SERVICES**

- Evaluation Score Range
- Outstanding = 90-100%
- Excellent = 80-89%
- Satisfactory = 70-79%
- Needs Improvement = 50-69%
- Unsatisfactory = -50%

**QUALITY OF PRODUCT OR SERVICE**

**20/20**

**Rating**

**Outstanding:** The contractor has demonstrated an outstanding performance level, no quality problems, all performance/specification requirements met, minor problems, highly effective corrective actions.

**Comments**

Katylady Building Maintenance Services consistently provided outstanding quality in delivering cosmetology and aesthetic services for seniors under the contract. Their attention to detail and adherence to specifications ensured that all services met high standards, contributing positively to the well-being and satisfaction of program participants. Their ability to maintain a seamless and professional operation across multiple locations demonstrates a commendable commitment to excellence.

**TIMELINESS OF PERFORMANCE**

**20/20**

**Rating**

**Outstanding:** The contractor has demonstrated an outstanding performance level, significantly exceeded delivery requirements, all on-time deliveries to the Government's benefit.

**Comments**

Katylady Building Maintenance Services consistently demonstrated exceptional timeliness in meeting all performance requirements under the Cosmetology Contract. Their ability to deliver services on schedule and without delays ensured seamless operations and maximized benefits to the program participants. Their commitment to punctuality and reliability has been a significant asset to the success of this initiative.

**BUSINESS RELATIONS**

**20/20**

**Rating**

**Outstanding:** The contractor has demonstrated an outstanding performance level that justifies adding a point to the score. It is expected that this rating will be used in those rare circumstances where contractor performance clearly exceeds the performance levels described as "Excellent".

**Comments**

Katylady Building Maintenance Services has demonstrated exemplary business relations under the Cosmetology Contract. Their responsiveness to inquiries, proactive communication, and professionalism in addressing administrative and service-related matters have been outstanding. This level of engagement and collaboration has greatly supported the success of the program.

**CUSTOMER SATISFACTION**

**20/20**

**Rating**

**Outstanding:** Contractor representative proactively communicates performance/specification issues to the User Department, highly professional and responsive.

**Comments**

Katylady Building Maintenance Services consistently provided exceptional service under the Cosmetology Contract, demonstrating a proactive approach to addressing performance issues and maintaining open, professional communication with the Senior Services Team and senior adult customers. Their responsiveness and commitment to customer satisfaction have greatly enhanced the experience for all program participants.

**COST CONTROL**

**20/20**

**Rating**

**Outstanding:** Compliance with contract pricing, all cost discrepancies are clearly identified with explanation; compliance with invoice submission requirements/price substantiation.

**Comments**

Outstanding because this is a no cost contract.

**GENERAL COMMENTS**

**Comments**

*Not Specified*