

Performance Evaluation Details

ID	E2
Project	COSMETOLOGY AND AESTHETIC SERVICES FOR SENIORS
Project Number	23RFQ138337A-CJC
Supplier	Katylady Building Maintenance Services
Supplier Project Contact	Glenda Anderson (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	04/01/2025 to 06/30/2025
Effective Date	09/22/2025
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	09/22/2025 01:49 PM EDT
Completion Date	09/22/2025 01:49 PM EDT
Evaluation Score	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 has consistently delivered good cosmetology and aesthetic services for seniors under this contract. Their adherence to all performance and specification requirements has ensured good outcomes for our facility participants. Minor issues, when identified, were addressed promptly and effectively. Their professional service delivery across multiple locations reflects a strong commitment to excellence and positively impacts participant satisfaction and overall program success.

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

There have been no reports that Katylady Building Maintenance Services has been unable to meet all scheduled service requirements under the Cosmetology Contract. Their ability to deliver services on time, with no delays or disruptions, significantly contributed to the smooth operation of the program. Their commitment to timeliness reflects a strong sense of reliability and professionalism, benefiting both the agency and program participants.

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 very good business relations throughout the contract period. Their communication, responsiveness to requests, and professionalism in handling administrative and operational matters meet the user-department's expectations. Their collaborative approach continues to foster an effective working relationship, supporting the program's objectives and enhancing its overall success.

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 demonstrated a strong commitment to customer satisfaction. Their team proactively communicated with both the Senior Services staff and participants, ensuring that any concerns were addressed promptly and respectfully. Their courteous, professional service delivery greatly contributed to a positive experience for all program participants. The department has not received any customer complaints to date.

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

Katylady Building Maintenance Services maintained full compliance with the contract terms under this no-cost agreement. They adhered to invoicing procedures and pricing requirements.

GENERAL COMMENTS

Comments

Katylady Building Maintenance Services has been a dependable and valuable contractor under the Cosmetology Contract. Their dedication to quality service, timeliness, and professional conduct has made a positive impact on the program and its participants.