



**SELECT LIST OF CONTRACTORS FOR BUILDING, MECHANICAL  
& ELECTRICAL ENGINEERING WORKS  
Assessment of Contractor's Performance**

Name of Contractor : .....Knowsley Lift Services

Category of Work Applied For : .....Lifts Repairs and Maintenance

Contracts undertaken for you	Value	Year	Comments
Lifts Repairs and Maintenance	£100,000	Annual	

Please evaluate performance

Points out of 5  
( very poor = 1 very good = 5 )

**1.0 Organisation/experience/competence**

- 1.1 Planning and programming .....5.....
- 1.2 Adherence to contract start date – Did the contract start on time. ....5..
- 1.3 Adherence to programme – Did the contractor keep within the proposed start and finish dates. ....5.....
- 1.4 Site organisation and supervision .....5.....
- 1.5 Supervision of sub-contractors .....5.....
- 1.6 Contractor's head office – (5 = No problems) .....5.....

**2.0 Quality**

- 2.1 Workmanship .....5.....
- 2.2 Amount of remedial works – Call backs for work not suitable or not finished. (1 = large amount.....) ....5.....
- 2.3 Attendance to remedial works – (5 = Prompt attendance) .....5.....
- 2.4 Adequacy of labour .....5.....
- 2.5 Suitability of plant .....5.....

**3.0 Relationships**

- 3.1 Relations between Employer's and Contractor's HQ staff .....5.....
- 3.2 Relations between Employer's and Contractor's site staff .....5.....
- 3.3 Compliance with Client's instructions .....5.....
- 3.4 Level of Client's supervision required (1 = high, 5 = low) .....5.....
- 3.5 General public .....5.....
- 3.6 Adjoining property owners .....n/a...

3.7	Statutory Undertakers	.....
<b>4.0</b>	<b>Safety</b>	
4.1	Compliance with health and safety practices	.....5.....
4.2	Vehicular traffic safety	.....5.....
4.3	Pedestrian/public safety	.....5.....
4.4	Compliance with CDM Regulations (Construction Design Management)	.....n/a... ...
<b>5.0</b>	<b>Payments</b>	
5.1	Attitude on interim and final accounts	.....
5.2	Readiness to claim (1 = very claims conscious.....)	.....
5.3	Attitude on settling claims	.....

Would you use this Contractor again? Please tick  
YES  NO

Have you or your company any relationship with the organisation for whom you are providing this reference? If yes, please state relationship below YES  NO

.....

Any other comments:

*...Knowsley have been maintaining our Passenger and Goods Lifts since September 2007, they where awarded the contract following a competitive tendering process. They have performed very well on all levels, ranging from reactive out of hours call outs, planned maintenance and repairs and new Lift installations.  
They have performed extremely well regarding attendance timescales and project deadlines. They have provided excellent technical support and advice, and their engineers have built up a good working relationship with our building managers with their ability to meet both quality and health and Safety requirements.  
Knowsley have provided an excellent service at a competitive cost, having previously worked with three of the biggest Lift companies in the last Ten years Knowsley have provided by far the best service and I would not hesitate to recommend them.*

Signed: ..... Les Yates ..... Date: 28/04/2009

Name: ..... Les Yates .....

Position: Planned Maintenance Surveyor

Authority / Company Liverpool City Council

Please return to : Colin Walls, Property Division,  
Wigan Council, Business Support Services, Investment Centre, Waterside Drive, Wigan WN3  
5BA  
Phone: 01942 705517 Fax: 01942 705593  
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Total Score: .....

Percentage: .....

Date Marked: .....

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