

Performance Metrics UK-2541-26 MRO Services

Provide Proven Record of Key Achievements

Offeror Efficiency	<u>Cost Control/Savings</u> - Firms ability to quote accurately eliminating change orders as well as firms intention to add value.	
	<u>Problem Solving</u> - The ability to identify & address challenges or issues that may arise during a project.	
	<u>Mean Time to Repair (MTTR)</u> - How quickly your firm can accurately resolve equipment breakdowns or malfunctions.	

Offeror Effectiveness	<u>Contract Compliance</u> - Adherence to contractual obligations. Ability to meet contractual commitments.	
	<u>Risk Mitigation</u> - Strategies taken to prepare for and lessen the effects of negative impacts.	
	<u>Quality Control</u> - Measures taken to ensure consistent quality, adherence to standards, and attention to detail.	
	<u>Client Satisfaction</u> - Customer retention, ability to meet customer expectations and achieve goals of the institution	

of contracts issued in past 10 years similar to the intent and scope of this solicitation

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Service Level Compliance -describe in # of years your experience in providing Service Level Agreement Compliance in the field your firm is proposing. Provide the # of contracts your firm has been awarded for similar scopes of work. Provide brief proven records achievements in regards to each category.	<u>Technical Competence</u> - Expertise, certifications, and qualifications relevant to the trade.			
	<u>Timeliness</u> - Ability to deliver on time, meet deadlines, and adhere to agreed - upon schedules.			
	<u>Response time & availability</u> - Firms ability to provide 24/7 - 365 services. How quickly a firm can assemble for emergencies.			

<u>Innovation & Continuous Improvements</u> - Ability to demonstrate innovation & continuous improvement through new ideas, approaches, or technologies to enhance project outcomes.	
<u>Commitment to Diversity</u> - Firms Diversity Statement.	
<u>Sustainable & Environmental Impact</u> - Commitment to sustainability, such as energy consumption reduction, waste management practices, or adherence to eco-friendly standards	