



EVALUATION OF EXTERNAL PROVIDER'S PERFORMANCE

External provider Information						
<input type="checkbox"/> Supplier / Material						
<input type="checkbox"/> Subcontractor /Trade						
Company Name / Address:		Project Title:				
		Tel / Fax:				
		Contact Person:				
Criteria / Evaluation Rating		Poor (1)	Unsatisfactory (2)	Satisfactory (3)	Good (4)	Excellent (5)
i. Criteria						
Quality of product / services						
Personnel Competency						
Ability to meet requirements: Compliance with local/international regulatory						
Communication: Prompt response to request/queries/complaints						
On time delivery of product/services						
Level of cooperation						
Performance technical compliance						
Safety & Health compliance						
Evaluate by Contract/ Procurement only						
Competitive pricing of products/services						
Total score:						
Recommendation & Approval						
No. of Complaint / CAR issued: (Number) <input type="checkbox"/> > 22 Marks or 50% (Maintain as Approved External Provider)						
<input type="checkbox"/> ≤ 22 Marks (Review by Top Management)						
Site / Project		Remark				
Name: Position: Date:						
Contract / Procurement		Remark				
Name: Position: Date:						
Approved by: Executive Director		Recommendation				
(Signature & date)		<input type="checkbox"/> Maintain				
		<input type="checkbox"/> Discontinue				
Justification (*Justification required for maintaining the non-performed External Provider)						



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Evaluation Criteria / Points	1	2	3	4	5
Quality of product / services	≥ 5 rejects/yr	4 rejects/yr	3 rejects/yr	2 rejects/yr	0 rejects/yr
Personnel competency	≥ 5 Pending Issue Response	4 Pending Issue Response	2-3 Pending Issue Response	1 Pending Issue Response	0 Pending Issue Response
Requirements Compliance	≥ 5 NC	4 NC	2-3 NC	1 NC	0 NC
Communication response	≥ 5 pending issues	4 pending issues	2-3 pending issues	1 pending issues	0 pending issues
Delivery (On-Time)	≥ 5 late/yr	4 late/yr	3 late/yr	2 late/yr	0 late/yr
Pricing	Above market rate (COD)	Above Market rate with term	Market rate with terms	Below market rate cash	Below market rate with terms
Cooperativeness	≥ 5 complaints/yr	4 complaints/yr	3 complaints/yr	2 complaints/yr	0 complaints/yr
Technical compliance	≥ 5 NC	4 NC	2-3 NC	1 NC	0 NC
Health & Safety compliance	≥ 5 penalties/yr	4 penalties/yr	3 penalties/yr	2 penalties/yr	0 penalty/yr