

SUPPLIER EVALUATION FORM

ROAD/PAVEMENTS OPENING/CUTTING, DUCTING AND REINSTATEMENT WORKS AND SERVICES

(This form is for information only and not to be filled in by any bidder. It is for official use by KPLC to evaluate performance of Contractor during the contract period)

Name of Firm.....Date.....

Category of works/Services: - ROAD CUTTING, PAVEMENTS OPENING,DUCTING AND REINSTATEMENTS

Period of evaluation: - 2 YEARS

| 1. COST OF SERVICE/PRODUCT | Rating guidelines | | | | Contractor Score | Procurement Score | User Score | Comments | Totals |
|--|--|--------|-------------|--------|------------------|-------------------|------------|----------|---------------|
| | Did the vendor assist in or advice on ways of reducing the costs? | YES:4 | PARTIALLY:2 | NO: 0 | | | | | 10 |
| | How closely did your final costs correspond to your expectation at the beginning of the project/tender? | YES:2 | PARTIALLY:1 | NO: 0 | | | | | 10.00% |
| | Did the company stick to the agreed transation/contract rates? | YES:4 | PARTIALLY:2 | NO: 0 | | | | | |
| | | | | | | | | | Totals |
| 2.ON TIME DELIVERY OF PRODUCT OR SERVICE | Did the vendor perform work in compliance with contract terms and agreements? | YES:6 | PARTIALLY:3 | NO: 0 | | | | | 10 |
| | Was the vendor prompt and effective in correction of situations and conditions? | YES:2 | PARTIALLY:1 | NO: 0 | | | | | 10.00% |
| | Are you able to track service level agreements and determine duration of incidents from the vendor? | YES:2 | PARTIALLY:1 | NO: 0 | | | | | |
| | | | | | | | | | Totals |
| 3. FLEXIBILITY TO RESPOND TO UNEXPECTED DEMAND OF SERVICE | Rating guidelines | | | | | | | | |
| | Was the vendor willing to change their product/service on special needs? | YES:6 | PARTIALLY:3 | NO: 0 | | | | | 6 |
| | | | | | | | | | 6.00% |
| | | | | | | | | | Totals |
| 4. QUALITY | Rating guidelines | | | | | | | | |
| | When performing their duties, was there - rework or returns caused by non conformance to quality? | NO:6 | PARTIALLY:3 | YES: 0 | | | | | 14 |
| | Was the quality of service delivered equal to KPLC minimum requirements? | YES:8 | PARTIALLY:4 | NO:0 | | | | | 14.00% |
| | | | | | | | | | |
| | | | | | | | | | Totals |
| 5.RESPONSIVENESS | Rating guidelines | | | | | | | | |
| | Was the vendor well responsive to information requests, issues, or problems that arose in the course of service? | YES:2 | PARTIALLY:1 | NO: 0 | | | | | 14 |
| | Was the vendor open to feedback on low quality of service levels and willing to act on this? | YES:6 | PARTIALLY:3 | NO: 0 | | | | | 14.00% |
| | Is it easy to reach staff members of suppliers in case of a request or query? (are communication channels clear?) | YES:6 | PARTIALLY:3 | NO: 0 | | | | | |
| | | | | | | | | | Totals |
| 6. CUSTOMER SUPPORT | Rating guidelines | | | | | | | | |
| | Did the vendor offer effective customer support? | YES:10 | PARTIALLY:4 | NO: 0 | | | | | 18 |
| | In case of reported problems/issues, were there follow ups by the vendor to ensure the problem is fully resolved during support? | YES:8 | PARTIALLY:4 | NO: 0 | | | | | 18.00% |

| | | | | | | | | | |
|--|---|-------|-------------|-------|------------|--|--|------|----------------------|
| 7. COMMUNICATION SKILLS | Rating guidelines | | | | | | | | Totals |
| | Are you satisfied with the attitude, courtesy, and professionalism of this vendor's staff? Written or spoken? | YES:2 | PARTIALLY:1 | NO: 0 | | | | | 6 |
| | Are the vendor's staff well equipped and skilled in handling requests / issues? Are you rotated too much among staff on an issue? | YES:4 | PARTIALLY:2 | NO: 0 | | | | | 6.00% |
| 8. DOCUMENTATION AND ACCOUNTING | Rating guidelines | | | | | | | | Totals |
| | Are you satisfied with how the Vendor presents documentation (invoices & licenses etc) when required to do so, to necessitate finalization of contract renewals and payments? | YES:6 | PARTIALLY:3 | NO: 0 | | | | | 10 |
| | Was problem documentation (incident reports) presented promptly by the vendor and was it complete? | YES:4 | PARTIALLY:2 | NO: 0 | | | | | 10.00% |
| 9. VALUE ADD | Rating guidelines | | | | | | | | Totals |
| | Did the vendor go over and above in optimizing service delivery process for effective services delivery? | YES:6 | PARTIALLY:3 | NO: 0 | | | | | 12 |
| | Did the vendor go over and above and offer training or knowledge to assist with better systems support? | YES:6 | PARTIALLY:3 | NO: 0 | | | | | 12.00% |
| | | | | | | | | | Totals Score: |
| Totals | | | | | | | | | 100.0 |
| Maximum Score | | | | | | | | | 100.00% |
| VENDOR'S TOTAL SCORE | | | | | | | | | |
| VENDOR'S PERCENTAGE SCORE | | | | | | | | | |
| ISSUES FOR FOLLOW UP - | | | | | | | | | |
| Evaluation Done by: | | Name | | | Department | | | Date | |
| Checked/Validated by | | | | | | | | | |

Score in Percentage %

PERFORMANCE LEVEL DEFINATION;

≥75% - KP1 GREEN

50% - KP2 AMBER

25% - KP3 YELLOW

≥25% - KP4 RED

RATING: 75% - V Good, 50% - Good, 25% - Fair, Below 25% - Poor

RECOMMENDATION

| | | Status | Tick as appropriate |
|---|--|-----------|---------------------|
| 1 | Grant contractor preferred status | KP1 | |
| 2 | Work with contractor or develop and improve the contractor | KP2 & KP3 | |
| 3 | Abandon / switch the contractor | KP4 | |

Handwritten signature and initials in blue ink.

Name:.....Sign:.....Date:.....

Name:.....Sign:.....Date:.....

Name:.....Sign:.....Date:.....