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Manage Third Party Suppliers Procedure

1. **Purpose**

The objective of this process is to manage and review the performance of the outsourced services to Third Party Suppliers through the appropriate contracts and service level agreements.

1. **Scope**

The procedure starts with the evaluation criteria identified and service level agreements in place and ends with the performance evaluation of the Third Party Supplier in question.

1. Narrative
2. The relevant Section Manager identifies, evaluates and maintains the required criteria to evaluate a certain supplier’s performance. The Service Level Agreements that have been agreed with the supplier would form the basis to performance evaluation.
3. The relevant Section Manager reviews and records the performance of suppliers based on their adherence to contractual obligations with the Authority. The performance of the suppliers is judged against the agreed SLAs. If the performance is not deemed satisfactory requisite action shall be taken.
4. The relevant Section Manager determines if the Supplier Performance is satisfactory as per the agreed contract?
   1. **Case A – Yes;** in case the performance is deemed satisfactory, proceed to step 3.4.
   2. **Case B – No;** in case the performance is deemed unsatisfactory, proceed to step 3.5.
5. The relevant Section Manager reviews and approves the provided supplier performance evaluation.
   1. **Case A – Yes;** in case the satisfactory performance is agreed upon, proceed to step 3.10.
   2. **Case B – No;** in case the satisfactory performance is not agreed upon, proceed to step 3.5.
6. The relevant Section Manager sends communication to the suppliers about the below-par performance. If possible, a scorecard, detailing their performance across all parameters is be used. This scorecard would highlight the areas of concern.
7. The relevant Section Manager receives a response from the supplier with a mitigation plan on how to improve the current performance levels. The response to mitigate the current performance from the supplier should preferably be a documented action plan, which clearly outlines the action items the supplier would be initiating in order to address the performance levels.
8. The IT General Manager determines whether the Supplier can improve on the level of service currently being provided?
   1. **Case A – Yes;** in case the Supplier can improve on the level of service currently being provided, proceed to step 3.8.
   2. **Case B – No;** in case Supplier cannot improve on the level of service currently being provided, proceed to step 3.9.
9. The IT General Manager assess whether Supplier Performance is satisfactory.
   1. **Case A – Yes;** in case the satisfactory performance is agreed upon, proceed to step 3.10.
   2. **Case B – No;** in case the satisfactory performance is not agreed upon, proceed to step 3.9.
10. The IT General Manager engages with the Procurement & Contracts Department for options to take necessary action. The action may possibly include termination or blacklisting of the supplier. This would be as per the Procurement & Contracts Department’s policy.
11. The relevant Section Manager updates the technical aspects of the Supplier Performance report.
12. The relevant IT Specialist files all relevant documentation for future reference.
13. Manage Third Party Suppliers Flowchart



1. **KPIs**

|  |  |
| --- | --- |
| **KPI 1** | |
| Supplier Satisfactory Performance | KPI |
| The percentage of suppliers with unsatisfactory performance levels in relation to the total number of suppliers. | Description |
|  | Measurement |

1. SLAs

| **Description of Service** | **TAT** | **Related Departments** | **Escalation Matrix** |
| --- | --- | --- | --- |
| Provide Results of Periodic Reviews and Score Performance |  | Procurement & Contracts Department | N/A |

1. **Definitions**

“Access” is anyone who has the right, opportunity, means of finding, using or retrieving information.

‘‘Agreement” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into obligations, including without prejudice to generality, non-binding undertakings such as memoranda of understanding, amendment or modifications of existing contracts or similar documents.

**“The Authority”** means the Real Estate General Authority.

“Asset” refers to the Authority-owned information, systems or hardware that is used in its activities.

“Contract” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into legally binding obligations.

“Department” means an individual department within the Authority.

“Enterprise Architecture” means a conceptual document which outlines the baseline and target structure to achieve the current and future objectives of the Authority with the goal of having a unified IT structure.

**“Key Performance Indicator (KPI)”** refers to a quantifiable measure used to evaluate the success of an organisation, employee, etc. in meeting objectives for performance.

“Laws and Regulations” means all relevant legislation, laws, regulations and standards.

“Service Desk” is intended to provide a single point of contact ("SPOC") to meet the communication needs to all employees (IT users).

“Service Level Agreement” is a written agreement between a service provider and the customer that documents the agreed service levels for a service, defining the key service targets and the responsibilities of both parties.

**“Third party”** is an organisation or person that is not a part of the Authority.

**“Turnaround Time”** means the total time taken between the submission of a task for execution and the return of the complete output to the requestor.