| **No** | **Group** | **Name** | **Fomula** | **Threshold KPI** | **Weight** | **Calculation** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | **Progress** | Requirements, milestones for timely handover | = Total number of tasks completed on time by the partner / Total work handed over to the partner during the contract period (Month/Year) | - Rate of each milestone delivered on time = 100% - Rate of punctuality with each partner corresponding to the contract = Total on-time staff / Total outsourced personnel | 35% | Points achieved = Number of milestones on schedule \*35%/ Total milestone Plus 1 point for 1 day ahead of schedule while still ensuring quality |
| 2 | **Quality** | The rate of requests/handover milestones meets Information Security standards | = Total number of tasks meets the information security standards / Total RF, milestone handed over to the partner during the contract period (Month/Year) | Rate of Information security response = 100% | 15% | Points achieved = Total number of tasks meets the information security standards / Total work handed over to the partner during the contract period (Month/Year) |
| 3 | The rate of requests/handover milestones meets source code standards | = Total number of tasks meets source code standards / Total RF, milestone handed over to the partner during the contract period (Month/Year) | Rate of meet source code standards = 100% | 15% | Points achieved = Total number of tasks meets source code standards \*15% / Total RF, milestone handed over to the partner during the contract period (Month/Year) |
| 4 | The rate of requests/handover milestones meets Quality assurance of functions, programs | = Total number of milestone Quality assurance of functions, programs / Total RF, milestone handed over to the partner during the contract period (Month/Year) | - Each request passes if not more than 3 errors / 1 day and 72 errors / 1 month - Rate of meet Quality assurance of functions, programs = 100% | 20% | = Total number of milestone Quality assurance of functions, programs \*20%/ Total RF, milestone handed over to the partner during the contract period (Month/Year) |
| 5 | Rate of Error after deployment | Total number of errors on systems / Total implemented Requests made by partners in a contract | - Each system responds if there are no more than 1 error/month after deployment - Rate of system meeting require = 100% | 10% | = max (0, 10- (number of errors after implementation)\*2) |
| 6 | Rate of error was fixed on time | Total Errors Corrected on Time according to Bitel's request / Total number of errors during the evaluation period | -Time to fix errors as requested by Bitel - Rate of system meeting on time request = 100% | 10% | = max (0, 10- (number of errors Corrected on Time according to Bitel's reques)\*3) |
| 7 | **Other** | Evaluate the partner's interaction with Bitel | Assess whether the partner's interaction is enthusiastic and cooperative. Score on a scale of 1-10 | 10 point | 10 | Set the fixed point to a good level from 1 -10 |

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|  | …..….., Date….Month….Year  **CIO VIETTEL PERU** |