

## Vendor Performance Scorecard

**Document control number: N-MS-NTT-FRM-142, Revision No.-2**

<b>Company &amp; Contact</b>	Riyadh Cables Group Company	Mr.Mouath AbdulBaki	0548849352 mouath.abdulbaki@riyadh-cables.com	<b>Date</b>	10-Aug-25
<b>Local Agent</b>	Yes		<b>Country</b>	Saudi Arabia	
<b>Product</b>	Supply of HV Cable -Jafurah				

<b>Vendor Performance Evaluation</b>		<b>Below Expectations</b>	<b>Frequently Misses Expectations</b>	<b>Mostly Meets Expectations</b>	<b>Consistently Meets Expectations</b>	<b>Exceeds Expectations</b>	<b>Not Applicable</b>	<b>OVERALL SCORE</b>
		1	2	3	4	5	0	
<b>Quality and Safety</b>								<b>2/15</b>
Proactive in its review of statutes, regulations, codes and by-laws affecting the project?			2					2
Implementation of appropriate safety practices throughout the duration of the contract/project							0	0
Performance with respect to quality, health, safety and environment.							0	0
<b>Project/Account Management</b>								<b>10/30</b>
Prompt and effective at addressing client requests and incorporating requested changes into the scope of work.			2					2
Project Account Lead effectively managed and coordinated the project delivery.				3				3
Project Account Lead facilitated regular site meetings as per the requirements outlined at time of award.							0	0
Project Account Lead advised Client of required adjustments to budget and schedule as a result of changes in client requirements and market			2					2
Vendor rendered findings with a reasonable time on claims, disputes and other matters relating to execution or performance for the work outlined in			2					2
Vendor responded in a timely manner to all questions and issues pertaining to the project	1							1
<b>Schedule</b>								<b>8/15</b>
Vendor was able to maintain stated project deadlines				3				3
Vendor was diligent at communicating progress on the project and providing updates				3				3
Vendor was proactive at addressing and resolving project issues per the agreed schedule			2					2
<b>General</b>								<b>9/15</b>
Vendor issued complete invoices in a clear, accurate and organized format per agreed timelines to facilitate timely payment				3				3
Quality of overall work				3				3
Overall experience with vendors service				3				3
<b>Total Overall Score (75)</b>	<b>29</b>							

Vendor not responded and took months to finalize the cable order . Also during the issue of cable damage the response was very slow and transferred between departments and not justified the issue with the cable and transferred everything on the contractor. Further, always there is issue on LC/Bank transfer payments and insisting to process the payment without respecting the terms and conditions of the P.O.

Please indicate any suggestions for improvement or comment on any topics not covered above.

**Project Manager (Signature)** \_\_\_\_\_ Muhammad Saifdar Khan  
**Project Manager (Digital)** \_\_\_\_\_ 