

## Vendor Performance Scorecard

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<b>Company &amp; Contact</b>	MAINTENANCE OF AIRCONDITION AND REFRIGERATION COMPANY LTD.(MARCO)	Mr.Mohammad Rabah	0539533530 mrhasan@juffalimarco.com	<b>Date</b>	5-Aug-25
<b>Local Agent</b>	Yes		<b>Country</b>	Saudi Arabia	
<b>Product</b>	HVAC Works- North Khobar,Al-Bahr,Wadi Al-Dhahran ,Dana-2 SS				

<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>7/15</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			3				3
Performance with respect to quality, health, safety and environment.		2					2
<b>Project/Account Management</b>							<b>18/30</b>
Prompt and effective at addressing client requests and incorporating requested changes into the scope of work.			3				3
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.				4			4
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			3				3
Vendor responded in a timely manner to all questions and issues pertaining to the project			3				3
<b>Schedule</b>							<b>7/15</b>
Vendor was able to maintain stated project deadlines		2					2
Vendor was diligent at communicating progress on the project and providing updates		2					2
Vendor was proactive at addressing and resolving project issues per the agreed schedule			3				3
<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				4			4
Quality of overall work		2					2
Overall experience with vendors service			3				3
<b>Total Overall Score (75)</b>	<b>41</b>						

M/s Marco, Average performance, Delay in delivery, delay in design and execution wise acceptable.

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

**Project Manager (Signature)** \_\_\_\_\_ Engr. Aurangzeb, Engr. Hassan Sahin  
**Project Manager (Digital)** \_\_\_\_\_ 