

Vendor Performance Scorecard

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Local Agent	Yes			Country	Saudi Arabia
Product	Installation and Configuration-Haram-3 SS				

Vendor Performance Evaluation	Below Expectations	Frequently Misses Expectations	Mostly Meets Expectations	Consistently Meets Expectations	Exceeds Expectations	Not Applicable	OVERALL SCORE
	1	2	3	4	5	0	
Quality and Safety							
							0/15
Proactive in its review of statutes, regulations, codes and by-laws affecting the project?				4			4
Implementation of appropriate safety practices throughout the duration of the contract/project	1						1
Performance with respect to quality, health, safety and environment.		2					2
Project/Account Management							
							0/30
Prompt and effective at addressing client requests and incorporating requested changes into the scope of work.					5		5
Project Account Lead effectively managed and coordinated the project delivery.		2					2
Project Account Lead facilitated regular site meetings as per the requirements outlined at time of award.			3				3
Project Account Lead advised Client of required adjustments to budget and schedule as a result of changes in client requirements and market						0	0
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					5		5
Schedule							
							0/15
Vendor was able to maintain stated project deadlines					5		5
Vendor was diligent at communicating progress on the project and providing updates				4			4
Vendor was proactive at addressing and resolving project issues per the agreed schedule					5		5
General							
							0/15
Vendor issued complete invoices in a clear, accurate and organized format per agreed timelines to facilitate timely payment					5		5
Quality of overall work				4			4
Overall experience with vendors service				4			4
Total Overall Score (75)	51						

Very good installation subcontractor. But few times faced issues regarding scope as always vendor tries to delay works in order to get required last moment support from NESMA/PDC

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

Project Manager (Signature)
Project Manager (Digital)

