

## Vendor Performance Scorecard

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

<b>Company &amp; Contact</b>	MASEERAT AL NAMA CONT.EST.	Mr. Mehbوب Hayat	0536146710 mehboob@maseeratalnam.a.com	<b>Date</b>	5-Oct-25
<b>Local Agent</b>	Yes		<b>Country</b>	Saudi Arabia	
<b>Product</b>	Installation and Configuration-Haram-3 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>0/15</b>
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
<b>Project/Account Management</b>								<b>0/30</b>
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
<b>Schedule</b>								<b>0/15</b>
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
<b>General</b>								<b>0/15</b>
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 vendor's service						4		4
<b>Total Overall Score (75)</b>	<b>51</b>							

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) 