

## Vendors Evaluation Matrix - Section A

Date:   
Vendor:   
Product/Service:   
Evaluator:

Contact:   
e-mail:   
Telephone:   
Fax:

Evaluation: **0%**

Fill in with an "x"

Annual Evaluation		Weighing	0,25		0,50		0,75		1							
0%	Renegotiation of prices	5%	Prices increase in a unexpected way		Accorded annual price increase (eg: inflation adjustment)		Contract Fixed Prices		Renegotiation allowed and price decrease		0	0	0	0	OK	
0%	Payment terms	10%	no opening to renegotiate terms, worst than customer payment terms		opening to renegotiate terms, worst than customer payment terms		Customer back-to-back		Better than the customer contract (eg: parter has postponed montly invoice / customer has annually front payment)		0	0	0	0	OK	
0%	Personnel competence and qualification (assessed by VB GS team)	5%	Low level of competence/qualification		Minimum acceptable competence/qualification		Personnel competences/qualifications adequate to service performed		Excellent level of personnel qualifications/competences		0	0	0	0	OK	
0%	Customer service	2%	Difficult to contact. Not pleasant		The customer service is satisfactory		Good customer service		Excellent customer service		0	0	0	0	OK	
0%	Availability to address non-expected issues (eg: flexibility when addressing legal/financial issues; providing upon request one-off out-of-scope services, etc)	5%	Not available to any flexible solution upon a unexpected event		Show limitations in solving unexepected events		Colaborate in problem solving in unexpected events		Proactive attitude and customer-oriented process		0	0	0	0	OK	
0%	Past Performance*	5%	scored D last Supplier Evaluation		scored C last Supplier Evaluation		scored B last Supplier Evaluation		scored A last Supplier Evaluation		0	0	0	0	OK	
0%	Spares and RMA Process	10%	Spares & RMA process not followed		Spares & RMA process followed intermitently		Spares & RMA process followed on the vast majority of time		Spares and RMA process followed flawlessly		0	0	0	0	OK	
0%	Compliance of SLA Levels	15%	SLA agreed frequently failed		SLA agreed are sometimes failed		SLA agreed are fulfilled		SLA agreed are exceeded		0	0	0	0	OK	
0%	Reports*	3%	no reports sent		Periodic agreed reports are sometimes sent or with incomplete		Periodic agreed reports are sent		All Periodic agreed reports are sent and information quality is excellent		0	0	0	0	OK	
0%	Capacity and Autonomy	15%	less than 50% of all requests performed autonomously		At least 50% of all requests performed autonomously		Fulfills majority of Service Requests within time and with litte support from VB		Fullfill Service Request autonomously within time. Identify problems and escalate to VB proactively		0	0	0	0	OK	
0%	Managements System Implementation (ISO 9001 / 14001 / 27001 / etc)	5%	No quality / environmental / information security sytem and/or no good practices were implemented		No quality / environmental / information security sytem implemented recently, not well established		Quality / Environmental / Information Security sytem established		Secure and well established Quality / Environmental / Information Security sytem		0	0	0	0	OK	
0%	Legal Terms	10%	Legal terms not satisfactory or with high risks associated		Legal Terms satisfactory but with low risks associated		Legal Terms satisfactory with no risks and with service terms underpinned with customer		Legal Terms favorable		0	0	0	0	OK	
0%	Critical Incidents performed	10%	Bad performance, no feedback or final report provided		Performed OK, feedback and final report only upon request		good performance, with some feedback and final report		no critical incidents ocurred or Performed flawlessly, with constant feedback and final report		0	0	0	0	OK	
* If not applicable score 1		>2 Exclusão		0	0	0	0						0			

\* If not applicable score 1

Observations:

## Information to the Vendor

Therefore we proceeded with the evaluation of your performance and we had reached the following results:

		Maximum score possible:
Renegotiation of prices	0%	5%
Payment terms	0%	10%
Personnel competence and qualification (assessed b	0%	5%
Customer service	0%	2%
Availability to address non-expected issues (eg: flexit	0%	5%
Past Performance*	0%	5%
Spares and RMA Process	0%	10%
Compliance of SLA Levels	0%	15%
Reports*	0%	3%
Capacity and Autonomy	0%	15%
Managements System Implementation (ISO 9001 / 1.	0%	5%
Legal Terms	0%	10%
Critical Incidents performed	0%	10%
TOTAL	0%	100%

As a result of this evaluation we suggest the improvement of the following aspects: