

Vendors Evaluation Matrix

Date:

Vendor:

Product/Service:

Evaluator:

Contact:

e-mail:

Telephone:

Fax:

Evaluation: 0%

NA

Fill in with an "x"

Annual Evaluation

			Weighing		0,25	0,50	0,75	1					
0%	Negotiation of prices	5%	no opening to negotiate prices or increased prices	Maintain or accorded annual price increase (eg: inflation)	Contract Fixed Prices	Negotiation allowed and price decrease			0	0	0	0	OK
0%	Payment terms	15%	Setback payment conditions	improved or maintained previous payments conditions	improved with satisfaction or aligned with VB Treasury	reached or maintained preferred payments terms for Vision Box			0	0	0	0	OK
0%	Personnel competence and qualification	10%	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	5%	Difficult to contact. Not pleasant	The customer service is satisfactory	Good customer service	Excellent customer service			0	0	0	0	OK
0%	Global Evaluation of vendor's performance	5%	Frequent gaps in the service / product provision	Some gaps in product/service provision	Regular product/service provision	Excellent global performance			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)	15%	Not available to any flexible solution upon a unexpected event	Show limitations in solving unexpected events	Colaborate in problem solving in unexpected events	Proactive attitude and customer-oriented process			0	0	0	0	OK
0%	Compliance of SLA Levels	5%	SLA agreed frequently failed	SLA agreed are sometimes failed	SLA agreed are fulfilled	SLA agreed are exceeded			0	0	0	0	OK
0%	Spares and RMA Process	5%	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%	Capacity and Autonomy	5%	less than 50% of all requests performed autonomously	At least 50% of all requests performed autonomously	Fullfils 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)	15%	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	15%	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
			>2 Exclusion	0	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:
Negotiation of prices	0%	5%
Payment terms	0%	15%
Personnel competence and qualification	0%	10%
Customer service	0%	5%
Global Evaluation of vendor's performance	0%	5%
Availability to address non-expected issues (eg: flexibility when addressing leg:	0%	15%
Compliance of SLA Levels	0%	5%
Spares and RMA Process	0%	5%
Capacity and Autonomy	0%	5%
Managements System Implementation (ISO 9001 / 14001 / 27001 / etc)	0%	15%
Legal Terms	0%	15%
TOTAL	0%	100%

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