

Annex G - Key Performance Indicators

Reference of the contract/PO for which the vendor has been evaluated:

Vendor Performance Evaluation criteria - Key Performance Indicators		Rating			
TYPE	INDICATIVE DESCRIPTION	1	2	3	4
Performance (Operational)	Adherence to Contract terms and conditions (terms of reference).				
	Management (incl. management of personnel, identification and resolutions of problems, client and service orientation including response time and friendliness)				
	Timely delivery of goods as per the agreed timelines				
	Incident Response Time & Effectiveness (time taken to respond to incidents and the efficiency of the response in resolving the situation and mitigating risks)				
	Quality of goods as per the agreed specifications (including packing modalities)				
Contract Administration - adherence to contract terms	Invoices free of errors (e.g. price in accordance with the contract) and timely issuance of credit notes (if required)				
	Invoices issued on time				
	Timely payment of any amount (VAT or other taxes) owed by the supplier to UNHCR (if applicable)				

This document has been developed to measure the vendor's performance throughout the duration of the Contract.

Explanation on rating:

1 - Poor performance, indicates need for possible change

2 - Fair or barely acceptable performance, expectations not fully met, improvement might be needed and plan is agreed to address gaps

3 - Good performance, which indicates satisfactory performance, doing job correctly, meeting expectations

4 - Excellent performance, above expectations

N/A - not applicable

In case of score 2 or below, particular follow-up action will be required under a predefined period of time. For case of poor performance