



# IT VENDOR PERFORMANCE EVALUATION

Version: 01  
Revision: 01  
Effective Date: 12/2023

Information Technology Division (ITD)  
International Islamic University Malaysia

<b>IT Procurement Title</b>			
<b>Vendor Name</b>		<b>Cost (RM)</b>	
<b>PO/ LOA Number (if available)</b>		<b>Date of Delivery/ Purchase</b>	

EVALUATION (Please tick <input type="checkbox"/> wherever necessary)							
Points	(1)	(2)	(3)	(4)	(5)		
<b>Delivery</b>	Unacceptable	Late more than a week from delivery period without concrete reason	Few days after delivery period	On time	Ahead of Schedule		
<b>Quality of Products/ Services Offered</b>	Unacceptable	Not satisfactory	Acceptable	Satisfactory	Superior		
<b>After Sales Services (during Maintenance Period)</b>	No response	No immediate response	Response after a few days	Immediate Responses	Proactive responses		
<b>Customer Relation</b>	Unprofessional	Ignorance	Courteous	Have a desire to serve	Very professional, informative and courteous		
<b>Adherence to SLA</b>	Consistently fails to meet the terms and conditions specified in SLAs	Occasionally fails to meet SLAs, resulting in occasional service disruptions or performance issues	Generally meets SLAs, with occasional minor deviations	Meets SLAs and performs well within the agreed-upon timeframes, availability, and performance standards	5 - Consistently exceeds SLA expectations		
<b>Communication and transparency</b>	Lack of transparency & effective communication practices	Provide some level of communication but need improvement in transparency	Consistent & reasonable transparency	Open and honest communication	Exceptionally Transparent & proactive communication		
<b>Responsiveness to issues</b>	Consistently exhibits poor responsiveness to issues and incidents.	Vendor's responsiveness to issues and incidents is subpar	Vendor respond to issues and incidents in a reasonably timely manner, and problem resolution is effective	Demonstrates excellent responsiveness to issues and incidents.	Consistently demonstrates excellent responsiveness to issues and incidents.		
<b>Compliance with standard</b>	Non-compliant	Partially compliant	Moderately compliant	Mostly compliant	Fully compliant		
<b>Communication and accessibility</b>	Consistently poor communication practices and is highly inaccessible	Communication & accessibility are subpar.	Communication & accessibility are generally satisfactory	Consistently demonstrates good communication practices & accessibility.	Excels in communication & accessibility		
<b>Problem resolution and Root cause analysis</b>	Consistently inadequate	Approach to problem resolution is subpar.	Vendor's approach to problem resolution is generally satisfactory.	4 - Vendor's approach to problem resolution is commendable	Vendor's approach to problem resolution is outstanding		

<b>Overall Rating</b>		Unsatisfactory		Below Average		Average		Above Average		Excellent
<b>Remarks (If any)</b>										

<b>ACKNOWLEDGMENT</b>		
Prepared by PIC:  Name: Official Stamp:  Date:	Reviewed by Deputy Director/ Director:  Name: Official Stamp:  Date:	Received by ITG Representative  Name: Official Stamp:  Date: