

**BPO CONVERGENCE PVT LTD
VENDOR / CONTRACTOR PERFORMANCE EVALUATION**

Instructions: Use this form to evaluate the overall performance of vendors you are currently working with. Include all information associated with the vendor and apply a performance rating. Definitions are provided below. Be factual and do not include unsubstantiated opinions. Vendor performance evaluations are recommended for all vendors to report on all levels of service (exceptional, satisfactory or unsatisfactory). Vendors receiving an overall unsatisfactory rating will be informed of the rating by the Procurement Office and they will be provided with a reasonable opportunity to respond. The department will be informed of the resolution.

Vendor Name: **Elision Technologies Pvt. Ltd 6th Floor, C-624 to 626 Stratum, Satellite Road, Opp. Jhansi Ki Rani BRTS Bus Stop Satellite, Ahmedabad - 380015**

Purchase Document Number: **.1253**

Date:

Department: **Predictive Dialer License Rental (Cld)**

DEFINITIONS OF PERFORMANCE RATINGS

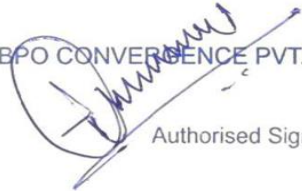
<u>EXCEPTIONAL</u>	<u>SATISFACTORY</u>	<u>UNSATISFACTORY</u>	<u>N/A</u>	<u>INSUFFICIENT INFORMATION TO RATE</u>
Exceeds contractual requirements. The actions taken by the vendor met the contractual requirements and the scopes of services were accomplished.	Meets contractual requirements. The actions taken by the vendor were Satisfactory.	Does not meet contractual requirements, and recovery is not likely in a timely manner. The vendor's corrective actions appear or were ineffective.	Not Applicable	There is not sufficient information to rate performance.

PERFORMANCE RATING		COMMENTS (Attach additional sheets if necessary)
Work performed in compliance with contract terms.	<input checked="" type="checkbox"/> Exceptional <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Materials, supplies and equipment provided as required?	<input checked="" type="checkbox"/> Exceptional <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Staff availability	<input checked="" type="checkbox"/> Exceptional <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	

Timeliness of work	<input type="checkbox"/> Exceptional <input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
PERFORMANCE RATING		COMMENTS (Attach additional sheets if necessary)
Staff professionalism	<input type="checkbox"/> Exceptional <input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Customer service	<input type="checkbox"/> Exceptional <input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Quality of work	<input type="checkbox"/> Exceptional <input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Communication and Accessibility	<input type="checkbox"/> Exceptional <input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Prompt and effective correction of situations and conditions	<input type="checkbox"/> Exceptional <input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Contractor compliance with Wage & Benefits (if appropriate)	<input type="checkbox"/> Exceptional <input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Documentation records, receipts, invoices and computer generated reports received in a timely manner and in compliance with contract specifications	<input type="checkbox"/> Exceptional <input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Would you recommend using this firm again?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	(Explain)

Authorized Signatory

For BPO CONVERGENCE PVT. LTD.



Authorised Signatory

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