



Republic of the Philippines
BUREAU OF AGRICULTURAL AND FISHERIES ENGINEERING
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AFD-PROC-MEMO-25-01-09

January 28, 2025

MEMORANDUM

TO : ALL DIVISIONS
(AFD, EPDSD, OD/OAD, PPMD, PKMDD, SEPPD/FMRDP & SRED)

ATTENTION : PROCUREMENT COORDINATORS

FROM : OFFICE OF THE DIRECTOR

SUBJECT : SUBMISSION OF SUPPLIER'S PERFORMANCE EVALUATION SHEET (QF-AFD-QOP02-01)

As part of BAFE's commitment to effectively implement its quality management system, all procuring units are enjoined to evaluate the performance of their suppliers for every activity conducted. The evaluation form can be accessed through this link <https://bit.ly/3EeVQBd>.

Please note that the criteria for evaluation can only be assessed after the acceptance of the delivery of the items/services procured. Your feedback and inputs will serve as a reference for future procurement requirements.

Deadline of submission will be every first week of the following month (monthly). However, the submission of the SPE Sheet for the Food Provision and Lease of Venue is right after the conduct of the activity.

For any queries or clarifications, please coordinate with the Procurement Section at bafe.procurement@gmail.com or through messenger.

For your compliance.

Thank you.


BALDWIN G. JALLORINA, Ph.D.
Director IV

AJB,
PROCUREMENT



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Bureau of Agricultural and
Fisheries Engineering - BAFE



SUPPLIER'S PERFORMANCE EVALUATION SHEET

Company Name: _____

Address: _____

Contact Person: _____

Contact Number: _____

Services Rendered: _____

Contract/PO/WO Number: _____

Event/Activity: _____

Date of Event/Activity: _____

Note: Result of this evaluation will become the basis of the Bids and Awards Committee (BAC) in deciding whether the supplier's are worth the contract awarded or not. A rating of ___ and below for two(2) consecutive contracts in spite of their knowledge of the feedbacks, will be a ground for BAC to exclude the supplier in future bidding.

5 - Outstanding 4 - Very Satisfactory 3 - Satisfactory 2 - Fair 1 - Poor

I. LOCATION AND SITE CONDITION

NO.	CRITERIA	WEIGHT	RATING	WEIGHTED RATING
1	Flexibility (25)			
2	Cleanliness (25)			
3	Food (20)			
4	Manpower Service(20)			
5	Response to Complaints (10)			
TOTAL SCORE				
OVER-ALL RATING [TOTAL (AxB)/100]				
NOMINAL RATING				

Comments/Remarks:

Evaluated by:

Name

Designation

Office/Division

Supplier's Performance
 Evaluation

(Lease of Venue)

RATING FACTORS					
RATING	FLEXIBILITY (25)	CLEANLINESS (25)	FOOD (20)	MANPOWER SERVICE (20)	RESPONSE TO COMPLAINTS (10)
5	Venue is always available when needed. Offering multiple flexible time slot and can handle last minute requests or changes.	The venue is spotless. Rooms, restrooms, floors, walls, windows, other common place, and even high touch surfaces are cleaned regularly and maintained to highest standards. The cleanliness is noticeable as soon as you enter.	The food is gourmet-quality, expertly prepared with fresh ingredients, and consistently delicious. It may include unique, creative dishes and offers a range of options catering to diverse tastes and dietary preference or requirements.	Staff is exceptional, proactive, and highly trained. They go above and beyond to meet needs, with seamless service and strong attention to detail. They handle requests quickly and efficiently with a positive attitude.	Complaints are addressed immediately and resolved thoroughly. The venue takes proactive steps to prevent future issues and may offer compensation or additional services to ensure the guest is satisfied.
4	Generally willing to adjust plans, accommodate requests, and offer solutions that align with client's needs. There are very few restrictions.	The venue is well-maintained and cleaned frequently. The restrooms are consistently stocked, and any public areas are wiped down regularly. Only minor touch-ups might be needed.	The food is fresh, flavorful, and well-prepared. It meets dietary preference or requirements and is enjoyed by most of the guests. There might be a few standout dishes.	Staff is professional, friendly, and attentive, generally providing high-quality service. There may be occasional lapses in efficiency or attention, but nothing that significantly detracts from the experience.	Complaints are responded to promptly, and efforts are made to resolve the issue, usually to the satisfaction of the customer. There may be occasional follow-up to ensure everything is handled correctly.
3	The venue can accommodate several requests with few limitations, but certain aspects may still require additional costs or approval.	The venue is relatively clean with only minor areas needing attention, but overall acceptable for guests. The cleanliness is not remarkable but meets expectations.	The food is good, though not extraordinary. It satisfies the guests but lacks some of the variety, freshness, or creativity might expect for the price.	Service is generally decent but not particularly outstanding. The staff is friendly enough but may lack attention to detail or efficiency at times.	Complaints are acknowledged and dealt with, but not always in a timely manner. The resolution may not be fully satisfactory, but the venue tries to address the issue.
2	Some flexibility, but only a limited number of requests. Additional charges may apply, and there are clear restrictions on what can or cannot be altered.	There are cleanliness issues, such as dirty bathrooms, trash in common areas, or dusts in corners. The venue is generally not up to standard.	The food might lack freshness or flavor, possibly with few options for guests with dietary restrictions. Some food may feel like it has been prepared in advance without consideration for quality.	Service is inconsistent and may be slow, with some staff members not fulfilling requests properly or courteously. There may be noticeable gaps in professionalism or training.	The response to complaints is slow. Issues may not be fully addressed or resolved, but there is a little effort made to ensure satisfaction.
1	The venue has strict policies with little to no room for adjustments. Any special requests are denied or require significant additional costs.	The venue is visibly dirty, poorly maintained, there are concerns about hygiene and safety. Cleaning services are neglected or infrequent.	The food may be overcooked, undercooked, or have strange flavors. There may be issues with food safety (such as undercooked meats or spoiled ingredients).	The staff is unprofessional, disinterested, or rude. There is a lack of coordination or failure to meet basic service expectations. Requests are ignored.	Complaints are completely ignored, and there is no follow-up or attempt to resolve the issue. The customer is left feeling unimportant.

Legend:

Outstanding	5	
Very Satisfactory	4	3.5-4.0
Satisfactory	3	2.5-3.4
Fair	2	1.5-2.4
Poor	1	1.0-1.4

EXTERNAL PROVIDER OVERALL PERFORMANCE RATING:

Outstanding (5) – External Providers have the capability to produce and deliver according to the technical specification and are able to deliver the goods on time without complaints.

Very Satisfactory (3.5-4.0) – External Providers have the capability to produce and deliver according to the technical specifications and are able to deliver the goods on time.

Satisfactory (2.5-3.4) – External providers have the capability to produce and deliver the goods but needs minor improvements.

Fair (1.5-2.4) – External providers have met the minimum requirements.

Poor (1.0-1.4) – External providers failed to meet the requirements/specifications as stated in the contract.

Remarks:

If the external provider falls in the performance evaluation (falls on the fair and poor category), the external provider will be removed from the list of Accredited External Providers for three (3) months and subject for delisting once compliant to the rules provided under the Revised IRR of the RA 9184