



09 MAR 2021

**MEMORANDUM**

**FOR/TO** : All Heads of Offices  
Regional Offices

**FROM** : The Undersecretary for Legal, Administration, Human Resources and  
Legislative Affairs

**SUBJECT** : **EXTERNAL SERVICE PROVIDER PERFORMANCE EVALUATION**

In line with the Department's continuous implementation of the ISO 9001:2015 Quality Management System, ISO 14001: 2015 Environmental Management System, Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (Republic Act 11032) and other related policies in improving the process, quality, efficiency, transparency and reduce environmental impacts and increase operating efficiency particularly for the delivery of goods and services, as well as institute a culture of excellence in public service across the bureaucracy, the Property and Supply Management Division (PSMD) and its equivalent counterpart in the Regional Offices were required to formulate a new form on External Service Provider Performance Evaluation (ESSPE) and monitor its implementation through a Memorandum No. 2020-100 dated February 5, 2020.

This ESSPE Form aims to 1) Promote the process of continual improvement in the delivery of contracted procurement projects; 2) Recognize and manage good performance of external service provider (ESP); 3) Foster cooperative relationships between ESP and End-user/Proponent/Implementing Units (EU/P/IU); and 4) Gain measure of the ESP's performance under contract, that allow EU/P/IU to make decisions related to contract assessment.

Relative thereto, the result of this evaluation as part of management review is a requirement in the implementation of the DENR quality management system.

In this regard, PSMD or its equivalent counterpart in the Regional Office is hereby instructed to submit the result of its evaluation on a quarterly basis using the attached template to the Chair, Quality Management System Secretariat-DENR Central Office.

For strict compliance.

ATTY.  **ERNESTO D. ADOBO, JR., CESO I**

# External Service Provider Performance Evaluation (ESPPE) Template (Quarterly Monitoring Report)

## 1. Procedures on How to Fill-out the External Service Provider Evaluation (ESPPE) Template

In the attached External Service Provider Performance Evaluation (ESPPE) Template, the required information and procedures are the following:

### A. Categories

Specify what kind of procurement based on the following categories:

- a) Goods (Analogous Services, either Janitorial and Security Services)
- b) Consulting Services
- c) Infrastructure Projects

### B. No. of Transactions

Refers to the Quantity of External Service Providers who have Awarded Contracts evaluated per Quarter

### C. Criteria

Refers to standards/measures to be evaluated as listed below:

1. Work performed in compliance with contract terms and conditions.
2. Materials, supplies and equipment provided, as required and as applicable
3. Staff availability.
4. Staff professionalism.
5. Timeliness of work. (Including timely delivery of goods/services required)
6. Quality of work.
7. Customer service.
8. Communication and accessibility.
9. Prompt and effective correction of situations and conditions.
10. ESP compliance with Wage and Benefits (if applicable).
11. Documentation records, receipts, invoices and computer generated reports received in a timely manner and in compliance with the contract specifications.
12. After sales service (if applicable).

### D. Average Score and Average Rating

The average score ranges from 1 to 5 with 1 being the lowest and 5 being the highest with corresponding average rating as detailed below:

AVERAGE SCORE	AVERAGE RATING
5	Excellent
4	Very Satisfactory
3	Satisfactory
2	Unsatisfactory
1	Poor

### E. Comments/Remarks (if any)

May refer to commendation, complaint and/or suggestions of end-user units for the External Service provider

## **2. Procedures on How to Compute Average Score**

1. Determine the No. of External Service Provider (ESP) being evaluated per procurement category (No. of Transactions)
2. Get the Total Score of ESP's per criteria and divide it to the Total/actual number of ESPs for that particular category as determined in item 1.

$$\text{Average Score} = \frac{\text{Total Score of ESP's per Criteria}}{\text{Total Number of ESPs}}$$

**QUARTERLY MONITORING REPORT  
(1st QTR CY 2020)  
EXTERNAL SERVICE PROVIDER PERFORMANCE EVALUATION**

CATEGORIES	NO. OF TRANSACTIONS	CRITERIA	AVERAGE SCORE	AVERAGE RATING	COMMENTS (IF ANY)
GOODS	17	Work performed in compliance with contract terms and conditions.	4.18	Very Satisfactory	Majority of the End-users recommending for contracting with the service providers again
		Materials, supplies and equipment provided, as required and as applicable	4.18	Very Satisfactory	
		Staff availability.	3.88	Satisfactory	
		Staff professionalism.	4.00	Very Satisfactory	
		Timeliness of work. (Including timely delivery of goods/services required)	4.06	Very Satisfactory	
		Quality of work.	4.29	Very Satisfactory	
		Customer service.	4.06	Very Satisfactory	
		Communication and accessibility.	4.12	Very Satisfactory	
		Prompt and effective correction of situations and conditions.	4.00	Very Satisfactory	
		ESP compliance with Wage and Benefits (if applicable).	4.00	Very Satisfactory	
		Documentation records, receipts, invoices and computer generated reports received in a timely manner and in compliance with the contract specifications.	4.18	Very Satisfactory	
		After sales service (if applicable).	4.15	Very Satisfactory	

**QUARTERLY MONITORING REPORT**  
 (\_\_\_ QTR CY 2020)  
**EXTERNAL SERVICE PROVIDER EVALUATION**

CATEGORIES	NO. OF TRANSACTIONS	CRITERIA	AVERAGE SCORE	AVERAGE RATING	COMMENTS (IF ANY)
<b>GOODS</b>		Work performed in compliance with contract terms and conditions.			
		Materials, supplies and equipment provided, as required and as applicable			
		Staff availability.			
		Staff professionalism.			
		Timeliness of work. (Including timely delivery of goods/services required)			
		Quality of work.			
		Customer service.			
		Communication and accessibility.			
		Prompt and effective correction of situations and conditions.			
		ESP compliance with Wage and Benefits (if applicable).			
		Documentation records, receipts, invoices and computer generated reports received in a timely manner and in compliance with the contract specifications.			
		After sales service (if applicable).			

**QUARTERLY MONITORING REPORT**  
 ( \_\_ QTR CY 2020)  
**EXTERNAL SERVICE PROVIDER EVALUATION**

CATEGORIES	NO. OF TRANSACTIONS	CRITERIA	AVERAGE SCORE	AVERAGE RATING	COMMENTS (IF ANY)
<b>INFRASTRUCTURE</b>		Work performed in compliance with contract terms and conditions.			
		Materials, supplies and equipment provided, as required and as applicable			
		Staff availability.			
		Staff professionalism.			
		Timeliness of work. (Including timely delivery of goods/services required)			
		Quality of work.			
		Customer service.			
		Communication and accessibility.			
		Prompt and effective correction of situations and conditions.			
		ESP compliance with Wage and Benefits (if applicable).			
		Documentation records, receipts, invoices and computer generated reports received in a timely manner and in compliance with the contract specifications.			
After sales service (if applicable).					

**QUARTERLY MONITORING REPORT**  
 ( \_\_ QTR CY 2020)  
**EXTERNAL SERVICE PROVIDER EVALUATION**

CATEGORIES	NO. OF TRANSACTIONS	CRITERIA	AVERAGE SCORE	AVERAGE RATING	COMMENTS (IF ANY)
<b>CONSULTING SERVICES</b>		Work performed in compliance with contract terms and conditions.			
		Materials, supplies and equipment provided, as required and as applicable			
		Staff availability.			
		Staff professionalism.			
		Timeliness of work. (Including timely delivery of goods/services required)			
		Quality of work.			
		Customer service.			
		Communication and accessibility.			
		Prompt and effective correction of situations and conditions.			
		ESP compliance with Wage and Benefits (if applicable).			
		Documentation records, receipts, invoices and computer generated reports received in a timely manner and in compliance with the contract specifications.			
After sales service (if applicable).					



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Department of Environment Natural Resources  
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FEB 05 2020

**MEMORANDUM**

**TO :** All Concerned Offices  
Regional Offices

**FROM :** The Undersecretary for Administration, Finance, Human Resources  
and Information Systems

**SUBJECT :** **USE OF EXTERNAL SERVICE PROVIDER PERFORMANCE  
EVALUATION FORM**

In the interest of the service and in line with our efforts to continually improve the process and quality for all procurement transactions, you are hereby directed to use the External Service Provider Performance Evaluation (ESPPE) Form.

Use of the ESPPE Form will provide ease and improvement on: 1) Promoting the process of continual improvement in the delivery of contracted procurement projects 2) Recognizing good performing external service provider (ESP) and manage poor performing provider 3) Fostering cooperative relationships between ESP and End-user/Proponent/Implementing Units (EU/IU) 4) Gaining measure of the ESP's performance under contract, to allow EU/P/IU Units to make informed decisions related to contract assessment; and 4) Preparation of Agency Procurement Compliance Performance Indicator (APCPI) System-one of the good governance conditions in the grant of the Performance-Based Bonus.

Copy of duly accomplished ESPPE must be forwarded to PSMD or its counterpart in the Regional Offices for consolidation, analysis and safekeeping/filing.

Further, PSMD or counterpart in the Regional Offices shall be responsible in the monitoring to ensure that the End-user/Units implements performance evaluation of External Service Provider.

Attached is the copy of ESPPE, for your reference.

For information and strict compliance.

  
ATTY. ERNESTO D. ADOBO, JR., CESO I

MEMO NO. 2020-100





Department of Environment and Natural Resources

**FORM  
EXTERNAL SERVICE PROVIDER PERFORMANCE  
EVALUATION**

Document ID	CO-PSMD.FO.001
Revision No.	1
Date Issued	
Page No.	1

<i>Originator:</i> <b>Property and Supply Management Division</b>	<i>Reviewed by:</i> <b>Director, Administrative Service</b>	<i>Approved by:</i> <b>Overall QMR</b>
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**EXTERNAL SERVICE PROVIDER PERFORMANCE EVALUATION**

Instructions: Use this form to evaluate the overall performance of External Service Provider you are currently working with. Include all information associated with the External Service Provider and apply a performance rating. Ratings are provided below. Be factual and do not include unsubstantiated opinions. (Note: See instructions for completing the Performance Evaluation Form)


External Service Provider also means Supplier and Contractors.

<b>Supplier/Service Provider/Contractor Name:</b> _____	<b>Project/Contract Name:</b> _____
<b>Company Representative:</b> _____	<b>Contract Amount:</b> _____
<b>Contact Details (Telephone Number/Cellphone Number &amp; Email Address):</b> _____	<b>Effectivity Date of Contract:</b> _____
<b>Date Accomplished:</b> _____	<b>End-User:</b> _____

5 EXCELLENT	4 VERY SATISFACTORY	3 SATISFACTORY	2 UNSATISFACTORY	1 POOR	COMMENTS	
CRITERIA					RATINGS	
1. Work performed in compliance with contract terms and conditions.						
2. Materials, supplies and equipment provided, as required and as applicable						
3. Staff availability.						
4. Staff professionalism.						
5. Timeliness of work. (Including timely delivery of goods/services required)						
6. Quality of work.						
7. Customer service.						
8. Communication and accessibility.						
9. Prompt and effective correction of situations and conditions.						
10. ESP compliance with Wage and Benefits (if applicable).						
11. Documentation records, receipts, invoices and computer generated reports received in a timely manner and in compliance with the contract specifications.						
12. After sales service (if applicable).						
<b>TOTAL RATING</b>						

**OVERALL PERFORMANCE:** \_\_\_\_\_

Would you recommend contracting with this firm again?  YES  
 NO. (Explain) \_\_\_\_\_

	Department of Environment and Natural Resources  <b>FORM</b> <b>EXTERNAL SERVICE PROVIDER PERFORMANCE</b> <b>EVALUATION</b>		Document ID	CO-PSMD.FO.001
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Originator: <b>Property and Supply Management Division</b>		Reviewed by: <b>Director, Administrative Service</b>	Approved by: <b>Overall QMR</b>	

**Rated by:**

\_\_\_\_\_  
 Complete Name, Designation/Position & Signature

Date: \_\_\_\_\_

**Received by:**

\_\_\_\_\_  
 Authorized Representative of the Company

Date: \_\_\_\_\_

**Reviewed/Assessed by:**

\_\_\_\_\_  
 Complete Name, Designation/Position & Signature

Date: \_\_\_\_\_

**INSTRUCTION FOR COMPLETING THE EXTERNAL SERVICE PROVIDER PERFORMANCE EVALUATION FORM**

**Objectives:**

1. Promote the process of continual improvement in the delivery of contracted procurement projects
2. Recognize good performing external service provider (ESP) and manage poor performing provider
3. Foster cooperative relationships between ESP and End-User/Proponent/Implementing Units (EU/P/IU)
4. Gain measure of the ESP's performance under contract, to allow EU/P/IU Units to make informed decisions related to contract assessment'

**Responsible Person:**

DENR Official/Personnel responsible for the completion of the External Service Provider Performance Evaluation Form must be able to make accurate and factual assessments in accordance with the evaluation criteria. This must be the EU/P/IU and has given the authority to represent the Department to such Contract. The rating given by the officer/personnel in-charge must be reviewed by assigned official who has experience in contract management at a more senior level. The latter shall ensure that the report is objective and accurate to the extent that it can be relied upon by the EU/P/IU to make accountable decisions related to contract assessment.

All documents must be forwarded to the Property and Supply Management Division (PSMD) or counterpart in the Bureau/Regional/Field Offices for consolidation, analysis and safekeeping/filing. Further, PSMD and its counterpart offices shall be responsible for the monitoring of the

The completed form will become retained documented information and upon request, will be released to the ESP or any other entity.

**Frequency:**

External Service Provider Performance Evaluation Form are required to be completed in any of the following (as applicable):


1. Within fifteen (15) calendar days after end of each semester during the contract implementation
2. Within fifteen (15) calendar days after issuance of Certificate of Acceptance
3. At the discretion of the EU/P/IU (e.g. when there is a continuing period of unperformed obligation of the contract by the external service provider, or when a contract is terminated)

*Note: For transparency purposes, the performance criteria and preliminary assessment should be discussed with the EU/P/IU prior to the allocation of final score.*

Check the Master Document Register.  
 Verify that this is the current version before use.

DENR  
 CONTROLLED DOCUMENT

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	Department of Environment and Natural Resources  <b>FORM</b> <b>EXTERNAL SERVICE PROVIDER PERFORMANCE</b> <b>EVALUATION</b>	Document ID	CO-PSMD-FO-001
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Originator: <b>Property and Supply Management Division</b>	Reviewed by: <b>Director, Administrative Service</b>	Approved by: <b>Overall QMR</b>	

## EXTERNAL SERVICE PROVIDER PERFORMANCE EVALUATION

Instructions: Use this form to evaluate the overall performance of External Service Provider you are currently working with. Include all information associated with the External Service Provider and apply a performance rating. Ratings are provided below. Be factual and do not include unsubstantiated opinions. (Note: See instructions for completing the Performance Evaluation Form)

External Service Provider also means Supplier and Contractors.


<b>Supplier/Service Provider/Contractor Name:</b> <u>Powercraft Solutions and Data Infrastructure, Inc.</u>  <b>Company Representative:</b> <u>Micha Joy B. Posuelo</u>  <b>Contact Details</b> (Telephone Number/Cellphone Number & Email Address): <u>micha@powercraft.com.ph</u>	<b>Project/Contract Name:</b> <u>Maintenance Agreement for Server Room Power and Cooling-Equipment for DENR-CO</u>  <b>Contract Amount:</b> <u>Php 750,780.85</u>  <b>Effectivity Date of Contract:</b> <u>February 28, 2020</u>  <b>End-User:</b> <u>KISS-NIMD</u>
<b>Date Accomplished:</b> <u>1/20/2021</u>	

5 EXCELLENT	4 VERY SATISFACTORY	3 SATISFACTORY	2 UNSATISFACTORY	1 POOR
CRITERIA		RATINGS		COMMENTS
1. Work performed in compliance with contract terms and conditions.	5			
2. Materials, supplies and equipment provided, as required and as applicable	5			
3. Staff availability.	4			
4. Staff professionalism.	4			
5. Timeliness of work. (Including timely delivery of goods/services required)	4			
6. Quality of work.	4			
7. Customer service.	4			
8. Communication and accessibility.	5			
9. Prompt and effective correction of situations and conditions.	4			
10. ESP compliance with Wage and Benefits (if applicable).	N/A			
11. Documentation records, receipts, invoices and computer generated reports received in a timely manner and in compliance with the contract specifications.	5			
12. After sales service (if applicable).	5			
<b>TOTAL RATING</b>			<b>49</b>	

**OVERALL PERFORMANCE:** 4.45

Would you recommend contracting with this firm again?     YES  
 NO. (Explain) \_\_\_\_\_

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	Department of Environment and Natural Resources  <b>FORM</b> <b>EXTERNAL SERVICE PROVIDER PERFORMANCE</b> <b>EVALUATION</b>	Document ID	CO-PSMD-FO-001
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**Response of the External Service Provider**

The ESP must be given a copy of each External Service Provider Performance Report. The report is to be discussed with the ESP, who must be given the opportunity to comment on the assessment within fifteen (15) calendar days or other period as may be determined by the EU/P/IU.

In all cases, the personnel in-charge of rating and the reviewing/assessing official must address any issues raised by the ESP and respond in writing. The ESP's comments and the written response by the personnel-in-charge and/or reviewing/assessing official form part of the report. All documents must be forwarded to the Property and Supply Management Division (PSMD) or counterpart in the Bureau/Regional/Field Offices for consolidation, analysis and safekeeping.

**Performance Ratings**

The ESP's performance is to be assessed against the performance criteria and scored in line with the description outlined below to promote consistency across EU/P/IU. There should be no **poor** performance unless evidence exists to demonstrate lack of achievement of the required standard performance. Overall score is made up of the average of the criteria. (Overall Performance = Total Score/No. of Criteria).

Please evaluate the ESP's contract performance in each of rating areas (as applicable). On the ESP's Performance Evaluation Form, please indicate the rating from 1 to 5 that most closely matches your evaluation of the provider's performance. You may also include your comments in the area provided to further support your rating.

SCORE	DESCRIPTION (THE EXTENT TO WHICH THE ESP MEETS PERFORMANCE REQUIREMENTS)
5 - Excellent	Exceptional. Always well above the required standard of performance. Demonstrated strengths and use of innovation where appropriate. No errors, risks, weaknesses or omissions.
4 - Very Satisfactory	Often exceeds the required standard of performance. Demonstrated strengths and use of innovations where appropriate. Negligible minor errors, risks, weaknesses or omissions which are acceptable as offered.  Sound achievement of the required standard of performance. Minimal minor errors, risks, weaknesses or omissions which are acceptable as offered.
3 - Satisfactory	Reasonable achievement of the required standard of performance. Some minor errors, risks, weaknesses or omissions which may be acceptable as offered.  Reasonable achievement of the required standard of performance. Some errors, risks, weaknesses or omissions which can be corrected/overcome with minimum effort.  Minimal achievement of the required standard of performance. Some errors, risks, weaknesses or omissions which are possible to correct/overcome and make acceptable
2 - Unsatisfactory	Moderate weaknesses. Does not always meet the required standard of performance.  Significant weaknesses. Performance is often below the required standard of performance.
1 - Poor	Major weaknesses. Rarely meets the required standard performance.  General non-compliance. Has not met the required standard performance.  Severe non-compliance. Does not meet the required standard of performance and is not recommended to carry out its obligation.

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