



AUG 03 2021

MEMORANDUM

FOR/TO : ALL END-USER UNITS
DENR Central Office

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

SUBJECT : SUBMISSION OF EXTERNAL SERVICE PROVIDER PERFORMANCE
EVALUATION (ESPPE) FORM FOR THE 1ST QUARTER OF CY 2021

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 submit the External Service Provider Performance Evaluation (ESPPE) Form for the 1st Quarter of CY 2021.

Use of ESPPE 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 for the 1st Quarter of CY 2021 must be forwarded to Property and Supply Management Division (PSMD) thru its Procurement Management Section (PrMS) for consolidation, analysis and safekeeping/filing **on or before 06 August 2021**. Further, PSMD-PrMS 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 appropriate action and strict compliance.

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

MEMO NO. 2021 - 545

	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
Originator: Property and Supply Management Division		Reviewed by: Director, Administrative Service	
		Approved by: Overall QMR	

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.

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


RATINGS				
5 EXCELLENT	4 VERY SATISFACTORY	3 SATISFACTORY	2 UNSATISFACTORY	1 POOR
CRITERIA		RATINGS		COMMENTS
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).				
TOTAL RATING				

OVERALL PERFORMANCE: _____

Would you recommend contracting with this firm again? YES

NO. (Explain) _____

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
---	--

	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.	2
<i>Originator:</i> Property and Supply Management Division		<i>Reviewed by:</i> Director, Administrative Service	
		<i>Approved by:</i> Overall QMR	

Rated by:

Reviewed/Assessed by:

 Complete Name, Designation/Position & Signature

 Complete Name, Designation/Position & Signature

Date: _____

Date: _____

Received by:

 Authorized Representative of the Company

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.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--

	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.	3
<i>Originator:</i> Property and Supply Management Division		<i>Reviewed by:</i> Director, Administrative Service	
		<i>Approved by:</i> Overall QMR	

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 from 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.

Check the Master Document Register. Verify that this is the current version before use.	Documents that do not bear the DENR's official document stamps are considered "Uncontrolled"
--	--