

Annex 1 : Performance Evaluation Report for Security Services in Indonesia

Contract No: ...

Contractor: ...

Service Item	Service Level Specification	Measurement	Performance Rating per Month		Score												
			Results	Points	January	February	March	April	May	June	July	August	September	October	November	December	
Full complement of security officers on duty at any given time	Daily and per shift full personnel complement as per staffing requirements. All posts are filled-up.	No. of days with unfilled posts	0-5	8													
			> 5	0													
Competency, courtesy/politeness, cleanliness, appearance and integrity of security personnel	Within generally accepted standards	No. of instances of non-compliance	0 - 5	8													
			> 5	0													
Replacement of absent security personnel	Within 4 hours	No. of instances of non-compliance	0 - 5	5													
			> 5	0													
Response to phone calls to the: • UNDSS radio room / Duty Officer • Safety and Security Supervisor • QRF team leaders • Contractor base	All calls answered within reasonable time	No. of validated complaints	0 - 10	8													
			10 - 15	4													
			> 15	0													
Direct emergency response by QRF • SAR( Search and Rescue) team deployment • Explosive Detection Dog /K-9 deployment	Incident response within 20 minutes	Incidence beyond 20 minutes	0 - 5	8													
			> 5	0													
Providing completed office and field uniforms	First uniform issued in the beginnia of the deployment and second uniform in the middle of the contract	No provided or partial provided	0 - 5	5													
			> 5	0													
Training, learning session and roll call	• At least once a month for a training by professional trainer from contractor • At least twice a week for learning sessions • Morning roll call everyday to headcount and updating any necessary information/instructions	No. of training, learning session and roll call	>= 1	5													
			>= 10	5													
			>=30	5													
Provision of equipment, facilities and other materials	As prescribed in (Relevant Contract included TOR) and in good operating condition	No. of instances of non-compliance	0 - 5	8													
			> 5	0													
Submission of Written Reports: • Daily • Incident Report	Daily: AM/PM, no later than 0700 hours and 1900 hours Incident - 30 mins. after occurrence for initial report	No. of instances of non-compliance	0 - 5	8													
			> 5	0													
Provision and maintenance of radio network: • Provision of 1 base station radio • Expedient repair and maintenance	• 24/7 Operations • All channels active and fully licensed	No. of instances of non-compliance	0 - 3	5													
			> 3	0													
Misuse of UN equipment and funds	Non-official use of UN property/equipment	No property/ equipment nor phone calls were made for non official use	0 - 5	5													
			> 5	0													
Submission of initial investigation reports	Initial investigation reports submitted within 3 working days	No of instance of non-compliance	0 - 5	4													
			> 5	0													
Security supervision visits from contractor or patrol unit	At least every two weeks	No. of visit both scheduled and un-scheduled	0 - 1	4													
			>= 2	0													
Submission of regular billing	Within 1st 15 days of the billing period	No. of days statement is submitted with delay	0 - 5	5													
			> 5	0													
100					0	0	0	0	0	0	0	0	0	0	0	0	

MONTHLY PERFORMANCE RATING	
Points	RATING
95 - 100	GOOD
86 - 94	SATISFACTORY
76 - 85	FAIR
66 - 75	A cautionary note stating that a lower rating will merit penalty
55 - 65	NEEDS IMPROVEMENT
< 55	POOR
	Fixed penalty of .....
	UNSATISFACTORY
	Contract Cancellation
If the performance of the Contractor falls below "FAIR" for two (2) consecutive months, the Contract may merit cancellation.	