

Supplier Performance Scoring Guidelines

This sheet provides guidance on the scoring criteria for supplier performance and strategic potential measures

Section 1	Area	Performance Score	1	2	3	4	5
		Performance Description	Significantly failing to meet SLAs	Failing to meet SLAs	Meeting SLAs	Exceeding SLAs	Significantly exceeding SLAs
Section 1	Area	Metric					
		Recorded number of criminal incidents in the areas of deployment	> 10 incidents for the month	< 10 incidents >5 incidents for the month	< 5 incidents but >0 for the month	Zero incidents for the month	N/A
		Recorded monetary losses experienced in the areas of deployment	> R 50 000 monetary losses for the month	< R 50 000 but > R 10 000 for monetary losses for the month	< R 10 000 but > R 0 for monetary losses for the month	Zero monetary losses for the month	N/A
		Recorded deficiencies for the month represented as a percentage for the contract value for the month	> 10 % of monthly contract value equivalent to total deficiencies for the month	< 10% but >5% of monthly contract value equivalent to total deficiencies for the month	< 5% of monthly contract value equivalent to total deficiencies for the month	Zero deficiencies for the month	N/A
1.4	Attendance of weekly and monthly meetings	Attendance of scheduled weekly and monthly meeting as per the Service Level Agreement.	No meetings attended for the month	Two weekly meetings attended for the month	Four weekly and one monthly meeting attended for the month	N/A	N/A
1.5	Regulatory Compliance	Security awareness (attendance)	<90% compliance per shift	>90% <100% compliance per shift	100% compliance per shift	N/A	N/A
		PSIRA documentation as per regulation	Valid proof of renewal	N/A	Valid certificate in place	N/A	N/A
		Uniform/PPE/Equipment (OSH Act)	<90% Non-compliance	<50% Non-compliance	<25% Non-compliance	N/A	N/A
		South African Police Service (SAPS) Criminal Clearance certificate.	Valid proof of renewal	N/A	Valid certificate in place	N/A	N/A
		Valid letter of confirmation from the Private Security Sector Provident Fund Section 13A.	Valid proof of renewal	N/A	Valid certificate in place	N/A	N/A
		Valid letter of good standing from the National Bargaining Council Private Security Sector Health Insurance .	Valid proof of renewal	N/A	Valid certificate in place	N/A	N/A
		COVIDA (Compensation for Occupational Injuries and Diseases Act) valid letter of good standing.	Valid proof of renewal	N/A	Valid certificate in place	N/A	N/A
		Performing Animals Protection Act (PAPA) License (Act 24 of 1935, amended by Act 4 of 2016)	Valid proof of renewal	N/A	Valid certificate in place	N/A	N/A
		Grade C Dog Handler DH5/DH4 PSIRA Certificates	Valid proof of renewal	N/A	Valid certificate in place	N/A	N/A
		Dogs Level 4/Dogs Level 5 SASSETA certificates, issued by SASSETA accredited	Valid proof of renewal	N/A	Valid certificate in place	N/A	N/A
1.7	General Performance	The levels of service received for the month in terms of compliance and operational output.	Poor service levels	Below average service levels	Satisfactory service levels	Excellent service levels	N/A
		Vehicle contingency/replacement plan	Turnaround time of Repair/Replacement greater than <24 hours and less than or equal to 48 hours	Turnaround time of Repair/Replacement greater than 12 and less than or equal to 24 hours	Turnaround time of Repair/Replacement greater than 0 and less than or equal to 12 hours	Excellent service levels	N/A
1.8	General Performance	The levels of service received for the month in terms of compliance and operational output.	Poor service levels	Below average service levels	Satisfactory service levels	Excellent service levels	N/A
		Emergency Response Time	Turnaround time of Response greater than 60 minutes	Turnaround time of Response greater than 40 minutes	Turnaround time of Response within 30 minutes	Excellent service levels	N/A



Supplier Scoring

Date Completed

Scorecard
Responsibility

If behind target, insert corrective
measures below



Supplier Name

Overall Rating

Behind target

Supplier Performance Data [\(click here for scoring guidelines\)](#)

Section 1	Area	Metric	Current Score	Target Score	Comments	Responsibility	Weight	Score	Weighted Score	Previous Score	Trend
1.1	Incidents per area of deployment	Refer to scoring guidelines		3	Add comments here including corrective action if underperforming	Supplier	25%	0	0		➡
1.2	Monetary losses per area of deployment	Refer to scoring guidelines		3	Add comments here including corrective action if underperforming		25%	0	0		➡
1.3	Deficiencies as a percentage of contract value	Refer to scoring guidelines		3	Add comments here including corrective action if underperforming		20%	0	0		➡
1.4	Attendance of weekly and monthly meetings	Refer to scoring guidelines		3	Add comments here including corrective action if underperforming		10%	0	0		➡
1.5	Regulatory Compliance	Refer to scoring guidelines		3	Add comments here including corrective action if underperforming		10%	0	0		➡
1.6	General Performance	Refer to scoring guidelines		3	Add comments here including corrective action if underperforming		10%	0	0		➡
Total							100%		0		

Sign-off

Transnet Operating Division

Insert
names

Supplier

Insert names