HOUSING DEVELOPMENT CORPORATION

Announcement

Date: 18th August 2022

Announcement No: HDC (161)-PWM/NOTICE/2022/846

Notification of Vendor Rating Guideline

Greetings from Housing Development Corporation Ltd.

Housing development Corporation Ltd (HDC) intends to evaluate and monitor the performance of vendors which will assist in efficient administration, operation and utilization of company resources.

Upon approval of the vendor application, the vendor will be assessed and rated in accordance with the **"Vendor Rating Guideline".** The supplier and the contractor will be evaluated as per the **"Supplier Performance Evaluation Guideline"** and **"Contractor Performance Evaluation Guideline"**, respectively to ensure that all prospective vendors a fair, transparent and equal opportunity in all business transactions with our corporation.

The Vendor Rating and Evaluation Guidelines are published as an attachment of this announcement.

We would like to invite interested parties to register with us on our online vendor portal https://bids.hdc.com.mv/ . Existing vendors who had registered via the online portal is not required to register

Please don't hesitate to reach us If you have any concerns or queries regarding registration and the vendor rating and evaluation guidelines

We await a favorable response from you and would like to maintain an optimistic relationship with our vendors.

Yours Sincerely,
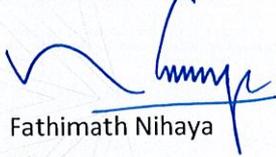
Fathimath Nihaya
Director
Housing Development Corporation Ltd.

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HOUSING DEVELOPMENT CORPORATION LTD.

Housing Development Corporation
HDC Building, Hulhumalé, Rep. of Maldives
T. +(960) 335 3535, F. +(960) 335 8892, E. mail@hdc.com.mv, W. www.hdc.com.mv

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VENDOR RATING GUIDELINE

1. Scoring of the vendors shall merely be based on their credit limit, credit term and delivery at the time of registration
2. A Vendor rating of 100 (Base value) will be awarded upon registration at HDC Vendor Database.
3. After registration, vendors will be appraised based on their performance in fulfilling our requests

4. Credit Limit

➢ Any Vendor who has proposed a credit limit not less than MVR 100,000.00 will get maximum points allocated under this criterion. (10 points)
➢ For each additional MVR 100,000.00 proposed, vendors will be awarded 05(five) points
➢ Proposed credit limit less than MVR 100,000.00 will not yield any additional points. *Credit Term/Period*

➢ Vendors are to provide minimum 30 days' credit period upon registration
➢ Proposed credit period over 30 days will be awarded 10 points and additional 05 points for each additional 30 days offered

5. Delivery

➢ Vendors who agree to delivery items to HDC Main Store will be awarded 05 points
➢ Vendors who agree to accommodate urgent requests without Purchase Orders are awarded 05(five) points
➢ For every additional day offered for acceptance of return of goods besides the default 03 days, vendors will be awarded 01(one) point per day.

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SUPPLIER PERFORMANCE EVALUATION GUIDELINE

a) A Vendor Performance Evaluation Form will be completed per delivered Purchase Order
b) Score per Purchase Order will be accumulated to the Vendor Rating
c) Vendors will be ranked by the highest ratings.
d) Vendor Performance will be evaluated based on 7 aspects.

1 Delivery on Time
1.1 Vendors who make delivery within the agreed delivery term will be awarded 05 Points.
1.2 For delivery after agreed term, points will be deducted as 01(one) point per day
1.3 Partial deliveries will be considered as pending delivery and points will be given after complete delivery as per Purchase Order

2 Delivered Site
2.1 Vendors who make delivery to Requested Site will be given maximum points [05 Points]
2.2 Any other will not yield any points

3 Item Specification
3.1 Vendors who deliver the exact goods/service as requested will be awarded 05 Points
3.2 Points will be deducted for any other rejected goods/items as two (02) points per incident.

4 Packing
4.1 Appropriate packing of delivered goods will be awarded maximum points [05 Points]
4.2 Points will be deducted for inappropriate packing's [-01 point per incident]

5 Delivery Extensions
5.1 Any request for delivery term extension that is approved will reduce vendor points by 01(one) per incident.

6 Returns
6.1 Vendors accepting returns upon request by HDC will be awarded two (02) points per incident

7 Unacceptance
7.1 Unacceptance of Approved Purchase Order by the vendor will reduce points by 05 (five) points per PO.

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8. Management

Vendors will be advised to submit the most recent supporting documents whenever necessary thus we will be able to maintain an updated database.

Vendor rating will be utilized in selection of vendors to request for quotation based on the value of purchase request.

- For standard requests for quotation all registered vendors in the respective category will be utilized
- For Urgent/special/specific cases the following table will be used as a guideline

Category	Amount [Estimated Budget]	Minimum Points to Qualify for RFQ
1	Below 5,000.00	50+
2	5,001 to 49,999.99	70+
3	50,000 to 249,999.99	90+
4	250,000 to 449,999.99	110+
5	450,000 to 999,999.99	130+
6	1,000,000 to 2,999,999.99	140+
7	Above 3,000,000.00	160+

9. Penalization

Vendors are subject to performance appraisal and accumulated score will be utilized to send quotation requests. Vendors whose ratings fall below a specific threshold will be subject to disciplinary action as stated below;

- Total Score falls below 50 points
  - ➢ Vendor will be given a written notice to improve and provide the services as agreed upon registration and terms as per respective Purchase Order.
  - ➢ Vendor will not be included for urgent/special/specific requests
  - ➢ Vendor will be given a written notice to improve after every single order upon the initial notice if poorly performed.
- Total Score falls below 30 points
  - ➢ When total score falls below 30 points, vendor will be blacklisted and banned from all requests for the remaining days of the year.
  - ➢ All scores will be reset to 100 at the beginning of the year (01st January).

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CONTRACTOR PERFORMANCE EVALUATION GUIDELINE

The purpose of this guide is to answer the below questions while evaluating the performance of the contractor.

➤ **What to refer** for evaluating a particular aspect in the form?
➤ **How to measure** the performance of contractor with respect to that aspect?

Sl.no	Evaluation Aspect	What to refer ?	How to measure ?
1	**Time & Duration**		
1.1	**Completion of milestones within the approved timeframes**	• **Project schedule** • **Monthly reports**	To be evaluated based on the actual project completion duration **On schedule (Inc EOT)** **- 2 marks** **Behind schedule (Inc LD)** **- 0 marks**
1.2	Timely submission of Project related schedules, design, material approvals, reports & documents.	• **Project schedule** • **Drawings** • **Material approval** • **Reports**	To be evaluated based on timely submission of documents **On time Submission** **– 2 marks** **Delayed Submission** **– 1 marks** **Incomplete Submission** **– 0 marks**
2	**Quality of Work & Competence**		
2.1	**Ability to deliver work in required quality in first attempt.**	• **Site Inspection rejections** • **RFIs**	To be evaluated based on the percentage of site inspections rejected (Site inspection rejection rate) **RFI rejection rate<5%** **– 2 marks** **RFI rejection rate 5-15%** **– 1 marks** **RFI rejection rate >15%** **– 0 marks**
2.2	**Contractor's effectiveness in rectifying the issues highlighted**	• **Site Instructions** • **RFIs**	To be evaluated based on average number of days taken for rectification of highlighted issues **Closed in 1-2 day** **– 2 marks** **Closed in 2-7 days** **– 1 marks** **Closed after 7 days** **– 0 marks**
2.3	**Did Contractor implement & follow a Quality Management System**	• **Correspondence** • **Submissions** • **QMS program**	To be evaluated based on the adherence to the submitted quality management system **Implemented** **- 2 marks** **Not Implemented** **- 0 marks**
2.4	**Did the Contractor provide an adequate number of qualified personnel ?**	• **Manpower schedule** • **Qualification**	To be evaluated based on the adequacy and qualification of the contractor's team. **Exceeds requirements** **– 2 marks** **Meets requirements** **– 1 marks** **Below requirements** **– 0 marks**

3	Communication & Co-operation		
3.1	Did the Contractor consistently and clearly communicate project status and issues within the required time frame?	• Monthly reports • Weekly reports • DPRs • RFIs • Notices • Correspondences	To be evaluated based on the timings & ease of communications **Always clear & on time** — **2 marks** **Mostly clear & on time** — **1 marks** **Below requirements** — **0 marks**
3.2	Did the Contractor respond to questions or concerns raised by the Project Manager in a concise and efficient manner?	• Letters • Emails • Site Instructions	To be evaluated based on the nature of clarification submitted & timing of response **Always clarified effectively** — **2 marks** **Needed further clarifications** — **1 marks** **Always requires clarification** — **0 marks**
4	Non-Technical Compliance		
4.1	Compliance to Health, Safety & Security obligations at the work place	• Incident reports • NCRs • Local Authority Notices	To be evaluated based on the number of occurrences of major incidents **No incidents occurred** — **2 marks** **Incidents occurred 1-2** — **1 marks** **Incidents occurred >2** — **0 marks**
4.2	Abiding Law & Regulations	• Incident reports • NCRs • Local Authority Notices	To be evaluated based on the number of occurrences of major incidents **No incidents occurred** — **2 marks** **Incidents occurred 1-2** — **1 marks** **Incidents occurred >2** — **0 marks**

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