



DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**QUALITY PROCEDURE**

Document Code		
<b>QP-DILG-AS-RO-11</b>		
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**11 EVALUATION OF SUPPLIER'S/ SERVICE PROVIDER'S/ CONTRACTOR'S/ CONSULTANT'S PERFORMANCE**

**Scope:**

This process starts from accomplishing the evaluation form up to the timely communication of results of evaluation to the Suppliers/ Service Providers *Contractors/ Consultants*.

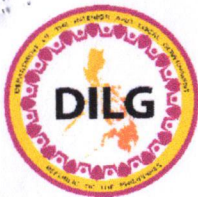
**Description of Service:**

The End User will accomplish the Supplier/Service Provider/ *Contractor/ Consultant* Evaluation Form for the provision of goods and services by the suppliers/ service providers/ *contractors/ consultants*. The Procurement Contract Management Section (PCMS) under the AS-PMD (for CO)/ FAD-SGSS/ GSS/ GSU or BAC Secretariat (for ROs) will finalize the consolidated report within **four (4)** working days after the ensuing month and will post to AS-PMD/FAD-SGSS/ GSS/ GSU Bulletin Board for information of all End Users. The result of evaluation will be communicated to the suppliers/ service providers/ *contractors/ consultants* through a letter five (5) working days after the finalization of the consolidated report. The AS-PMD/FAD-SGSS/ GSS/ GSU Personnel or BAC Secretariat will retain all the records based on the Master list of Retained Documented Information.

**Office:** AS-GSD and PMD (FOR CENTRAL OFFICE) AND FAD-SGSS/GSS/GSU (FOR REGIONAL OFFICES)

No.	Agency Action (detailed steps)	Activities (Internal Work Flow)	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
1	Accomplish the Evaluation Form and submit to AS-GSD/AS-PMD/FAD-SGSS/GSS/GSU or BAC Secretariat	Accomplish and submit the Evaluation Form <i>to the AS-GSD/AS-PMD/SGSS/GSS/GSU or BAC Secretariat five (5) working days before the end of each month.</i>  Note: Those accomplished evaluation forms received beyond the deadline shall be reflected in the report for the next month.	End User	<ul style="list-style-type: none"> <li>Supplier/ Service Provider/ <i>Contractor/ Consultant</i> Evaluation Form (FM-QP-DILG-AS-RO-11-16)</li> </ul>





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No.	Agency Action (detailed steps)	Activities (Internal Work Flow)	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
2	Receive the Evaluation Form	<ul style="list-style-type: none"> <li>Receive the accomplished evaluation form.</li> <li>Update the Supplier's/ Service Provider's/ <b>Contractor's/ Consultant's</b> Performance Log Sheet per Category in the Google Sheet (for CO only)</li> <li>Encode the ratings to the Summary of Supplier's/ Service Provider's/ <b>Contractor's/ Consultant's</b> Evaluations (Google Sheets) within two (2) working days after receipt.</li> </ul>	<p><b>CO:</b> Procurement Planning and Management Section (PPMS) and BAC Secretariat Section (BSS) under AS-PMD / Property Accounts Section (PAS), Auxiliary Section, <b>and Civil Security Section (CSS)</b> under AS-GSD</p> <p><b>RO:</b> SGSS/GSS/GSU/ BAC Secretariat</p>	<ul style="list-style-type: none"> <li>Supplier's / Service Provider's/ <b>Contractor's/ Consultant's</b> Evaluation Forms</li> <li><b>Log Sheets (Google Sheet)</b></li> <li>Summary of Supplier's / Service Provider's/ <b>Contractor's/ Consultant's</b> Evaluation (<b>Google Sheet</b>)</li> </ul>
3	Consolidate results of the supplier's/ service provider's/ <b>contractor's/ consultant's</b> evaluation	<ul style="list-style-type: none"> <li>Prepare the Consolidated Report of Supplier's/ Service Provider's/ <b>Contractor's/ Consultant's</b> Performance within two (2) working days after encoding it to the Summary of Supplier's/ Service Provider's/ <b>Contractor's/ Consultant's</b> Evaluations (Google Sheets).</li> </ul>	<p><b>CO:</b> PCMS Officer</p> <p><b>RO:</b> SGSS/GSS/GSU Designated Officer/ BAC Secretariat</p>	<ul style="list-style-type: none"> <li>Consolidated Report of Supplier's/ Service Provider's/ <b>Contractor's/ Consultant's</b> Performance (FM-QP-DILG-AS-RO-11-13)</li> </ul>



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No.	Agency Action (detailed steps)	Activities (Internal Work Flow)	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
4	Prepare evaluation letter for suppliers/ service providers <b>contractors/ consultants</b>	<ul style="list-style-type: none"> <li>Prepare Performance Evaluation Letter communicating the result of the Consolidated Report of Supplier's/ Service Provider's/ <b>Contractor's/ Consultant's</b> Performance.</li> <li>Sign and approve the letter for the suppliers/ service providers/ <b>contractors/ consultants</b>.</li> <li>Send the letters to the suppliers/ service providers/ <b>contractors/ consultants</b> within five (5) working days after the completion of the latest Consolidated Report of Supplier's/ Service Provider's/ <b>Contractor's/ Consultant's</b> Performance.</li> </ul> <p><i>Note: For the Performance Evaluation Letter for the month of December of each year, a letter with annual rating will be communicated within the same timeline.</i></p>	<p><b>CO:</b> PCMS Officer</p> <p><b>RO:</b> SGSS/GSS/GSU Officer / BAC Secretariat</p> <p><b>CO:</b> Director, Administrative Service</p> <p><b>RO:</b> FAD Chief</p> <p><b>CO:</b> PCMS Officer</p> <p><b>RO:</b> SGSS/GSS/GSU Designated Officer / BAC Secretariat</p>	<ul style="list-style-type: none"> <li>Consolidated Report of Supplier's/ Service Provider's/ <b>Contractor's/ Consultant's</b> Performance (FM-QP-DILG-AS-RO-11-13)</li> <li>Appropriate Letter for supplier/ service provider/ <b>contractor/ consultant</b></li> </ul>





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No.	Agency Action (detailed steps)	Activities (Internal Work Flow)	Person-In-Charge/ Position/ Unit/ Division	References/ Interfaces
5	Post the Consolidated Report of Supplier's / Service provider's/ <b>Contractor's/ Consultant's</b> Performance in the Bulletin Board	<ul style="list-style-type: none"> <li>Post the Consolidated Report of Supplier's/ Service Provider's/ <b>Contractor's/ Consultant's</b> Performance in the PMD/SGSS/GSS/GSU Bulletin Board for the information of all End Users.</li> </ul>	<b>CO:</b> PCMS Officer  <b>RO:</b> SGSS/GSS/GSU Designated Officer / BAC Secretariat	<ul style="list-style-type: none"> <li>Consolidated Report of Supplier/Service Provider's/ <b>Contractor's/ Consultant's</b> Performance (FM-QP-DILG-AS-RO-11-13)</li> </ul>
6	Retain Records	<ul style="list-style-type: none"> <li>Update the Evaluation of Supplier's/ Service Provider's/ <b>Contractor's/ Consultant's</b> Performance Process Summary Log Sheet.</li> <li><b>File and retain all the records based on the Master List of Retained Documented Information</b></li> </ul>	<b>CO:</b> PCMS Officer  <b>RO:</b> SGSS/GSS/GSU Designated Officer / BAC Secretariat	<ul style="list-style-type: none"> <li>Process Summary Log Sheet (FM-QP-DILG-AS-RO-11-14)</li> <li>Control of Retained Documented Information Procedure</li> <li>Master List of Retained Documented Information</li> </ul>
<b>End of Transaction</b>				





DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**QUALITY  
OBJECTIVE (QO)**

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OFFICE	ADMINISTRATIVE SERVICE – GENERAL SERVICES DIVISION AND PROCUREMENT MANAGEMENT DIVISION (CENTRAL OFFICE) AND FINANCE AND ADMINISTRATIVE DIVISION (REGIONAL OFFICES)
QUALITY PROCEDURE TITLE	EVALUATION OF SUPPLIER'S/SERVICE PROVIDER'S/ <i>CONTRACTOR'S/ CONSULTANT'S</i> PERFORMANCE

Function	Key Performance Indicators (KPI)			Frequency of Monitoring Results	Responsible for Monitoring	Applicable Documents (Procedures) and Forms (Records), including applicable Legal Requirement
	Objective	Target				
Evaluation of Supplier's/ Service Provider's/ Contractor's/ Consultant's Performance	1. 85% suppliers / service providers/ <i>contractors/ consultants</i> are provided with Performance Evaluation Letters within five (5) working days after the completion of the Consolidated Report of Supplier's/ Service Provider's/ <i>Contractor's/ Consultant's</i> Performance	85%	Number of suppliers/ service providers/ <i>contractors/ consultants</i> provided with Performance Evaluation results within the standard time  ----- Total number of suppliers/ service providers/ <i>contractors/ consultants</i> evaluated for the month x 100	Monthly	Action Officer	Evaluation of Supplier's/ Service Provider's / <i>Contractor's/ Consultant's</i> Performance Process Summary Log Sheet





DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**QUALITY  
OBJECTIVE (QO)**

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(sgd.) <b>FAE LOISE M. SALOSAGCOL</b>	(sgd.) <b>ENGR. RY L. NEO</b>		
(sgd.) <b>REYNALDO O. DYUNCO, JR.</b>	(sgd.) <b>LESLIE B. CANAFRANCA</b>	(sgd.) <b>ELNORA A. VELASCO</b>	(sgd.) <b>ASEC. ESTER A. ALDANA, CESO II</b>
Process Owners	Next Higher Supervisor/Division Chief	Bureau/Service Deputy Quality Management Representative	Overall Deputy Quality Management Representative





DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**QUALITY MONITORING AND  
EVALUATION (QME)**

Document Code		
<b>QME-QP-DILG-AS-RO-11</b>		
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OFFICE														
QUALITY PROCEDURE	EVALUATION OF SUPPLIER'S/SERVICE PROVIDER'S/ <i>CONTRACTOR'S/ CONSULTANT'S</i> PERFORMANCE													
OBJECTIVE STATEMENT	85% suppliers/ service providers/ <b>contractors/ consultants</b> are provided with Performance Evaluation Letters within five (5) working days after the completion of the Consolidated Report of Supplier's/ Service Provider's/ <b>Contractor's/ Consultant's</b> Performance													
CURRENT PERIOD														
	INDICATORS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
A	Number of suppliers / service providers/ <b>contractors/ consultants</b> provided with Performance Evaluation results within the standard time													
B	Total number of suppliers / service providers/ <b>contractors/ consultants</b> evaluated for the month													
C	Formula: $\frac{A}{B} \times 100\%$	Target Result : 85%												
D	Gap Analysis: In case the objective is not met, put your analysis why it is not met													

Prepared By	Reviewed By	Approved By
Process Owner	Division Chief	Deputy QMR/ Regional QMR





DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**QUALITY MONITORING AND  
EVALUATION (QME)**

Document Code

**QME-QP-DILG-AS-RO-11**

Rev. No.

02

Eff. Date

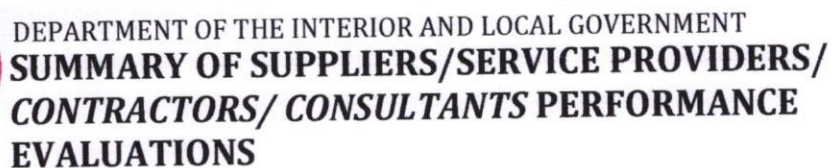
12.01.24

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Process Owners	Next Higher Supervisor/Division Chief	Bureau/Service Deputy Quality Management Representative	Overall Deputy Quality Management Representative





Office: \_\_\_\_\_  
For the Month of: \_\_\_\_\_

[illegible]

1.00 to 1.80 = **Poor**;  
1.81 to 2.60 = **Unsatisfactory**;  
2.61 to 3.40 = **Satisfactory**;

3.41 to 4.20 = **Very Satisfactory**;  
4.21 to 5.00 = **Outstanding**

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Process Owners	Next Higher Supervisor/Division Chief	AS Deputy Quality Management Representative





DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**CONSOLIDATED REPORT OF SUPPLIER'S/ SERVICE PROVIDER'S/  
CONTRACTOR'S/ CONSULTANT'S PERFORMANCE**

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FY (YEAR)	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	AVERAGE RATING	ADJECTIVAL RATING
<b>SUPPLIER/ SERVICE PROVIDER</b>														
<b>CONTRACTOR</b>														
<b>CONSULTANT</b>														

Ratings: 1.00 to 1.80 = Poor; 1.81 to 2.60 = **Unsatisfactory**; 2.61 to 3.40 = **Satisfactory**; 3.41 to 4.20 = **Very Satisfactory**; 4.21 to 5.00 = **Outstanding**

Prepared By

Noted By

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Process Owners	Next Higher Supervisor/Division Chief	AS Deputy Quality Management Representative





DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**EVALUATION OF SUPPLIER'S/SERVICE PROVIDER'S/ CONTRACTOR'S/  
CONSULTANT'S PERFORMANCE PROCESS SUMMARY LOG SHEET**

Document Code		
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**QUALITY OBJECTIVE:** 85% suppliers / service providers/ *contractors/ consultants* are provided with Performance Evaluation Letters within five (5) working days after the completion of the Consolidated Report of Supplier's/ Service Provider's/ *Contractor's/ Consultant's* Performance

**FREQUENCY OF MONITORING:** Monthly  
**MONTH:** \_\_\_\_\_

SUPPLIER/ SERVICE PROVIDER/ CONTRACTOR/ CONSULTANT	DATE OF COMPLETION OF CONSOLIDATED REPORT OF SUPPLIER'S / SERVICE PROVIDER'S/ CONTRACTOR/ CONSULTANT PERFORMANCE (A)	DATE OF SENDING OF PERFORMANCE EVALUATION LETTER TO THE SUPPLIER / SERVICE PROVIDER/ CONTRACTOR/ CONSULTANT (B)	NO. OF DAYS ELAPSED (B-A)	1 if within 5 working days	COMMENTS/ SUGGESTIONS
				0 if beyond 5 working days	
SUPPLIER/ SERVICE PROVIDER					
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CONTRACTOR					
CONSULTANT					
Total No. of suppliers/ service providers/ contractors/ consultants provided with performance evaluation results within the standard time					
Total No. of supplier/service providers/ contractors/ consultants evaluated for the month					
PERCENTAGE					

Prepared By
Process Owner

Noted By
Division Chief





DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**EVALUATION OF SUPPLIER'S/SERVICE PROVIDER'S PERFORMANCE**  
**PROCESS SUMMARY LOGSHEET**

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Prepared By	Noted By
Process Owner	Division Chief

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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**SUPPLIER/ SERVICE PROVIDER/  
CONTRACTOR/ CONSULTANT  
EVALUATION FORM**

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Office: \_\_\_\_\_  
PO/ CN/ APR No.: \_\_\_\_\_  
Type of Goods/ Services/ Project: \_\_\_\_\_  
Supplier/Service Provider/  
Contractor/ Consultant: \_\_\_\_\_

Kindly accomplish the form below and submit this to AS-GSD/ AS-PMD/ FAD five (5) working days before the end of each month. Please check the box which best describe your rating:

Criteria for Evaluation	1 (Poor)	2 (Unsatisfactory)	3 (Satisfactory)	4 (Very Satisfactory)	5 (Outstanding)
<b>Quality:</b> Requirements/specifications are met					
<b>Responsiveness:</b> The supplier/ service provider/ contractor/ consultant responds to all concerns effectively and professionally					
<b>Cost-effectiveness:</b> The cost of goods/ services/ project aligns with the quality provided					
<b>Timeliness:</b> Goods/services/ project are delivered at the right time and quantity and completed per agreed timeline					

**Ratings:**

1.00 to 1.80 = Poor  
1.81 to 2.60 = Unsatisfactory  
2.61 to 3.40 = Satisfactory  
3.41 to 4.20 = Very Satisfactory  
4.21 to 5.00 = Outstanding

Average Rating: \_\_\_\_\_

Would you recommend the Supplier/ Service Provider/ Contractor/ Consultant in the future?

a. No      b. Yes

Comments/Suggestions: \_\_\_\_\_  
\_\_\_\_\_

Accomplished by: (End-user)

Received By: (AS/FAD Personnel)

\_\_\_\_\_  
Signature over Printed Name/Date

\_\_\_\_\_  
Signature over Printed Name/Date

Prepared By	Reviewed By	Approved By
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DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT  
**MASTER LIST OF MAINTAINED  
INTERNAL DOCUMENTED INFORMATION**

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Name of Bureau/Service/Office/Procedure: AS-PMD, AS-GSD, ROs

DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Evaluation of Supplier's/Service Provider's/Contractor's/Consultant's Performance							
QP-DILG-AS-RO-11	Evaluation of Supplier's/Service Provider's/Contractor's/Consultant's Performance	06.15.21	06.01.23	02.01.24	06.01.24	12.01.24	
QO-QP-DILG-AS-RO-11	Evaluation of Supplier's/Service Provider's/Contractor's/Consultant's Performance Quality Objectives	06.15.21	06.01.23	06.01.24	12.01.24		
QME-QP-DILG-AS-RO-11	Evaluation of Supplier's/Service Provider's/Contractor's/Consultant's Performance Quality Monitoring and Evaluation	06.15.21	06.01.23	12.01.24			
FM-QP-DILG-AS-RO-11-01	Supplier Evaluation Form (Supplies, Materials and Equipment)	06.15.21	06.01.24	(deleted)			
FM-QP-DILG-AS-RO-11-02	Supplier Evaluation Form (Janitorial Services)	06.15.21	06.17.24	(deleted)			
FM-QP-DILG-AS-RO-11-03	Supplier Evaluation Form (Pest Control Services)	06.15.21	06.17.24	(deleted)			
FM-QP-DILG-AS-RO-11-04	Supplier Evaluation Form (Catering Services)	06.15.21	(deleted)				
FM-QP-DILG-AS-RO-11-05	Supplier Evaluation Form (Hotel and Accomodation)	06.15.21	(deleted)				
FM-QP-DILG-AS-RO-11-06	Supplier Evaluation Form [Internet Service Provider (ISP)]	06.15.21	(deleted)				
FM-QP-DILG-AS-RO-11-07	Supplier Evaluation Form [Integrated Services Digital Network (ISDN)]	06.15.21	(deleted)				
FM-QP-DILG-AS-RO-11-08	Supplies, Materials, and Equipment Log Sheet	06.15.21	06.01.24	(deleted)			
FM-QP-DILG-AS-RO-11-09	Janitorial/Pest Control Evaluation Log Sheet	06.15.21	06.01.24	(deleted)			
FM-QP-DILG-AS-RO-11-10	Catering/Hotel Accommodation Evaluation Log Sheet	06.15.21	06.01.23	06.01.24	(deleted)		



DOCUMENT CODE	DOCUMENT TITLE	REVISION					
		00	01	02	03	04	05
Evaluation of Supplier's/Service Provider's/Contractor's/Consultant's Performance							
FM-QP-DILG-AS-RO-11-11	Evaluation of Supplier's/Service Provider's/Contractor's/Consultant's Performance Evaluation	06.15.21	06.01.23	06.01.24	12.01.24		
FM-QP-DILG-AS-RO-11-12	Internet Service Provider (ISP) and Integrated Services Digital Network (ISDN) Evaluation Log Sheet	06.15.21	06.01.24	(deleted)			
FM-QP-DILG-AS-RO-11-13	Consolidated Report of Evaluation of Supplier's/Service Provider's/Contractor's/Consultant's Performance Performance	06.15.21	06.01.23	06.01.24	12.01.24		
FM-QP-DILG-AS-RO-11-14	Evaluation of Evaluation of Supplier's/Service Provider's/Contractor's/Consultant's Performance Process Summary Logsheet	06.01.23	06.01.24	12.01.24			
FM-QP-DILG-AS-RO-11-15	Evaluation of Supplier's/ Service Provider's Performance Process Summary Logsheet	06.01.24	(deleted)				
FM-QP-DILG-AS-RO-11-16	Supplier/Service Provider/Contractor/Consultant Evaluation Form	12.01.24					

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<b>Central Document Controller</b>

Noted By
(sgd.) <b>ASEC. ESTER A. ALDANA, CESO II</b>
<b>Overall Deputy QMR</b>





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[illegible]

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Overall Deputy QMR