

c) After-sales support service (if applicable)

Contractor responded to required supporting services within the response time as specified in the contract or within 24 hours after notification if not specified in the contract

<u>Rating</u>	
5	- 100%
4	- Within 99% - 90%
3	- Within 89% - 80%
* 2	- Within 79% - 70%
* 1	- Less than 70%

* Supporting details for rating 2 or 1 :

Contractors' Performance Evaluation

(II) Sale of Goods including Auctions

- Rating: (5) (4) (3) *(2) *(1)
- a) Compliance with tender requirement for contractor making payment to the HKSARG

<u>Rating</u>	<u>Delay Experienced</u>
5	- No
4	- Minor
3	- Moderate
* 2	- Frequent
* 1	- Serious

* Supporting details for rating 2 or 1: _____

- b) Compliance with tender requirement for collection and removal of goods (if applicable)

<u>Rating</u>	<u>Delay in Collection and Removal of Goods (by total contract value)</u>
5	- 0%
4	- Within 1-5%
3	- Within 6-10%
* 2	- Within 11-15%
* 1	- More than 15%

* Supporting details for ratings 2 or 1 : _____

Contractors' Performance Evaluation

(III) Provision of Services

a) Compliance with schedule of service provision

Rating: (5) (4) (3) *(2) *(1)

<u>Rating</u>	<u>Delay Experienced</u>
5	- No
4	- Minor
3	- Moderate
* 2	- Frequent
* 1	- Serious

* Supporting details for rating 2 or 1: _____

b) Compliance with tender requirements for service provision

<u>Rating</u>	<u>Services being Rejected (by total contract value)</u>
5	- 0%
4	- Within 1-5%
3	- Within 6-10%
* 2	- Within 11-15%
* 1	- More than 15%

* Supporting details for ratings 2 or 1 : _____
