

(Concept) Service Level Agreement

Delivery and maintenance of traction power components for tram and metro rectifier stations between GVB Infra BV and **Name of Contractor**

Reference Number: 2021-36

Date: 27 August 2021

Status: concept for tender

Version: 1.0

Status KPIs

Delivery of planning, management of planning and execution & progress information			
Date	Current status	Change compared to previous measurement	Note
	Choose an item.		
	Choose an item.		
	Choose an item.		
	Choose an item.		

Safety & Environment			
Date	Current status	Change compared to previous measurement	Note
	Choose an item.		
	Choose an item.		
	Choose an item.		
	Choose an item.		

Knowledge & Experience			
Date	Current status	Change compared to previous measurement	Note
	Choose an item.		
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	Choose an item.		

Control of risks			
Date	Current status	Change compared to previous measurement	Note
	Choose an item.		
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Quality Management & Complaint Handling			
Date	Current status	Change compared to previous measurement	Note
	Choose an item.		
	Choose an item.		
	Choose an item.		
	Choose an item.		

Documentation & Reporting			
Date	Current status	Change compared to previous measurement	Note
	Choose an item.		
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	Choose an item.		
	Choose an item.		

Development & Sustainability			
Date	Current status	Change compared to previous measurement	Note
	Choose an item.		
	Choose an item.		
	Choose an item.		
	Choose an item.		

Collaboration & Communication			
Date	Current status	Change compared to previous measurement	Note
	Choose an item.		
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1. General

1.1 Design

GVB and Supplier have concluded a Framework Agreement with reference number 2021-36 and will conclude Further Agreements for the delivery of Traction feed components during the term of the Framework Agreement. During the term of the Framework Agreement, Supplier shall also be responsible for supporting the implementation of management and maintenance by GVB of Traction power components delivered by Supplier. The Service Level Agreement (SLA) is intended to elaborate on the rights and obligations laid down in the Framework Agreement. In the event of conflict between the wording of the Framework Agreement and the SLA, the wording of the SLA shall prevail if it is intended to be an elaboration of the wording of the Framework Agreement. In all other cases, the wording in the Framework Agreement prevails.

Proposals for changes to this SLA will be submitted by GVB and the Supplier and jointly discussed in the tactical consultation. After ratification of the change, it will be laid down in writing by CFPB and after signing by the authorised representatives of both parties, it will be added as an appendix to the SLA or result in a new version of the SLA.

GVB and the Supplier are jointly responsible for keeping the SLA up to date. The administrative management of the SLA rests with the Contract Manager of GVB.

The term of the SLA is in any case equal to that of the Agreement and moreover explicitly linked to it.

1.2 Purpose

The Supplier shall perform the Services in accordance with the principles laid down in the Agreement with appendices, including the Schedule of Requirements. The purpose of the SLA is to lay down the agreements for guaranteeing the quality and continuity of the services and the manner of delivery, monitoring and improvement thereof.

If GVB wishes to include other control elements, the Supplier must cooperate and apply them.

2. Services

2.1 Supplier accessibility

Supplier can be reached Monday through Friday, for CFP, from at least 8:00 am and 5:00 pm, using the contact information below:

- Phone number: (<phone number Supplier>);
- E-mail: (<email address Supplier>).

Outside office hours, the supplier can be reached 24/7 by GVB using the contact details below:

- Phone number: (<phone number Supplier>);
- E-mail: (<email address Supplier>).

2.2 Scope

The scope of the requested services is described in the Framework Agreement and in the Schedule of Requirements and broadly speaking involves two types of work:

1. Supplies and services concerning support of GVB in service and maintenance of traction power installations and components supplied by the supplier and
2. Engineering and delivery of traction power installations and components on a project basis

The terms and conditions of the Framework and Further Agreements apply to these services. The service provision is subject to the requirements of the Schedule of Requirements, in particular part 2 Process requirements.

The evaluation and assessment of the service provision and the co-operation takes place on both sides. This means that GVB evaluates the supplier and the supplier evaluates GVB. The objective is not the assessment in itself but to achieve an open and transparent cooperation in which both parties focus on the continuous identification of opportunities to improve the cooperation and service, to learn from mistakes and to call each other to account for undesirable behaviour.

2.3 Contract terms and requirements contract management (service and maintenance)

The Asset management department of GVB manages the traction feed installations and the Execution department of GVB carries out the operational management of the traction feed installations.

The starting point is that GVB carries out the management almost entirely on its own but is supported in parts by the Supplier.

The framework for the services and deliveries to be performed by the Supplier is laid down in:

1. The framework agreement (in particular parts 1 and 3)
2. In the Programme of Requirements and especially in part 2 process requirements in than in the following parts of this document:
 - a. Interaction with the Client (section 4.3)
 - b. Planning (paragraph 4.4)
 - c. Interface management (Section 5.1)
 - d. Education, training & practice (section 5.7)
 - e. Financial management (section 6.3)
 - f. Management information systems (section 6.4)
 - g. Cyber security management (section 6.5)
 - h. Quality assurance (paragraph 7)
 - i. Aftercare (section 8.1)
 - j. Warranty (paragraph 8.2)

- k. Service and maintenance (Section 9.1)
- l. Special tools and parts supply (section 9.2)

The concrete elaboration and application of these requirements have been worked out by the supplier in its Contract Management Plan as submitted to and approved by GVB. The agreed service provision is laid down in this document and this document forms the basis for the assessment of the service provision as laid down in this SLA. Changes to and agreed deviations from the Contract Management Plan will always be agreed between parties and incorporated into an updated version of the Contract Management Plan. The latest version of the Contract Management Plan approved by the parties shall be leading. The Supplier shall manage the Contract Management Plan and ensure its distribution to those concerned.

2.4 Contract conditions and requirements project management (new construction and replacement projects)

The Projects Department of GVB carries out new construction and replacement projects on Traction Power Plants.

The basic principle is that GVB has the project management and that the Installer and the supplier carry out the implementation and realisation of the projects.

The framework for the services (especially engineering work) and deliveries to be carried out by the Supplier is laid down in:

1. The framework agreement (in particular parts 1 and 2)
2. The Detailed Agreement of the project concerned
3. In the Programme of Requirements and especially in part 2 process requirements in than in the following parts of this document:
 - a. Interaction with the Client (section 4.3)
 - b. Planning (paragraph 4.4)
 - c. Coordination (section 4.5)
 - d. Interface management (Section 5.1)
 - e. Design (section 5.2)
 - f. Construction work and safety (Section 5.3)
 - g. Testing (section 5.4)
 - h. Verify and validate (section 5.5)
 - i. Delivery and handover (section 5.6)
 - j. Education, training & practice (section 5.7)
 - k. Risk management (section 6.1)
 - l. Purchasing management (section 6.2)
 - m. Financial management (section 6.3)
 - n. Configuration management (section 6.4)
 - o. Management information systems (section 6.4)
 - p. Cyber security management (section 6.5)
 - q. Quality assurance (paragraph 7)
 - r. Aftercare (section 8.1)
 - s. Warranty (paragraph 8.2)
 - t. Service and maintenance (Section 9.1)
 - u. Special tools and parts supply (section 9.2)
 - v. Any additional or different requirements from the Request for Proposals for the subproject

The concrete elaboration and application of these requirements have been worked out by the supplier in its Project Management Plan as submitted to and approved by GVB. The agreed service provision

is laid down in this document and this document forms the basis for the assessment of the service provision as laid down in this SLA. Changes to and agreed deviations from the Project Management Plan are always agreed between parties and incorporated into an updated version of the Project Management Plan. The latest version of the Project Management Plan approved by the parties shall be leading. The Supplier shall administer the Project Management Plan and shall ensure its distribution to those concerned.

2.5 Planning and structure contract management

The design and structure of contract management is as follows:

Personnel filling

Two contract managers will be appointed from within the GVB. One on behalf of the Asset Management department for the service and maintenance part and one from the Projects department for the project-based part.

The overall contract management will be fulfilled by a supplier manager from CFP.

The details from the supplier will be filled in after the contract is awarded.

Type of consultation	Contact person CFP	Contact Supplier
Service and maintenance	<Name, phone number, email>	<Name, phone number, email>
Projects	<Name, phone number, email>	<Name, phone number, email>
Overall/ Supplier manager	<Name, phone number, email>	<Name, phone number, email>

Contract management Service and Maintenance

Consultation shall take place at least twice a year in May and November and as often as the parties agree.

Assessment is reciprocal and takes place in two stages. An interim assessment is carried out in May. If applicable, agreements for improvement are made and recorded as a result of the interim assessment.

The final assessment takes place in November. If applicable, this will include the fulfilment of the improvement agreements from the interim evaluation. This final assessment is binding and forms the basis for settling the applicable bonus and malus. If applicable, improvement agreements are made and recorded as a result of the final assessment.

Contract management for new and replacement projects

Consultation takes place at least twice a year during the course of a project. Halfway through and on completion.

Assessment takes place in two phases. At the halfway stage, an interim assessment is carried out that will mainly focus on the design, engineering and quotation process. If applicable, improvement agreements are made and recorded as a result of the interim assessment.

The final assessment takes place during the delivery round. If applicable, this will include the fulfilment of the improvement agreements made during the interim evaluation. This part of the assessment will focus primarily on the delivery (quality). This final assessment is binding and forms the basis for settlement of the applicable bonus and malus. If applicable, improvement agreements are made and recorded as a result of the final assessment.

The GVB contract managers take the lead in contacts and assessment. The Supplier Manager acts as an escalation level.

Contract management overall

In addition to the above-mentioned consultations, strategic level consultations will also be held once a year at management level.

Furthermore, monthly/daily contacts take place with regard to the execution of the agreement.

The overview below shows how the communication will be organised.

Level	Parties involved Supplier	Parties concerned CFP	Frequency
Strategic	Account manager/ Project leader	Programme manager projects, Manager asset management, Supplier manager	Once a year
Tactical	Project leader/quality manager	Contract manager service and maintenance Contract manager projects Supplier manager	At least twice a year / 2 times per project
Operational	Project leader	Project leader Asset manager	Monthly / daily

Task and role assignment

The supplier shall schedule consultations prior to the start of the contract year.

Consultations shall take place at CFP.

Reporting is done by the Supplier who prepares and delivers a draft report within 5 working days after the meeting. This draft report is then approved by GVB.

2.6 Management information

The Supplier shall provide all requested management information for the purpose of operational consultation in accordance with part 2 of the Schedule of Requirements.

Specifically for Tactical Consultations, the following management information in accordance with part 2 of the Schedule of Requirements shall be provided by the Supplier no later than 10 working days before the appointment to discuss these reports. The requirement number in which the requirements for this report are laid down is stated behind each report:

1. Current version of Contract Management Plan L-MT-091-001
2. Evaluation of the Contract Management Plan L-MT-091-003
3. Current version Project Management Plan L-MT-091-004
4. Evaluation of project plan L-MT-091-006
5. Progress report L-MT-091-008 and L-MT-091-014
6. Total planning of deliveries L-MT-091-019
7. Tangent register L-MT-092-002
8. Training plan L-MT-098-002
9. Risk register L-MT-099-005
10. Overall financial report L-MT-099-203
11. Wijzigingenregister L-MT-099-304
12. Report recording and resolving quality issues L-MT-099-402
13. Remaining points list L-MT-100-100
14. Planning recovery of remaining points L-MT-100-101

15. Issue List Warranties L-MT-101-100
16. Planning Recovery Guarantee issues L-MT-101
17. Maintenance concept traction power supply components L-MT-103-106
18. Maintenance and conservation plan L-MT-103-107
19. Overview of faults and realised response times L-MT-103-111
20. List of critical spare parts L-MT-102-102, ict/aid & operating equipment L-MT-102-101 and special tools L-MT-102-100

Specifically for Strategic Consultations, the following management information in accordance with part 2 of the Schedule of Requirements shall be provided by the Supplier no later than 10 working days before the appointment in which these reports are to be discussed. The requirement number that defines the requirements for this report is stated behind each report:

1. Progress Report L-MT-091-008 and L-MT-091-014.
2. Overall financial report L-MT-099-203
3. Results project follow up L-MT-091-010 (1 time per 2 years)
4. Results of assessments conducted in the past year.

3. KPIs and monitoring

3.1 Methodology

GVB expects Supplier to contribute to the continuous optimisation of the service between Supplier and GVB, particularly in the areas of quality, efficiency and prevention of failure costs.

Twice a year, an assessment of the performance of Supplier and GVB takes place during tactical consultations for the Service and Maintenance part.

During the execution of subprojects, a mutual assessment of the performances of Supplier and GVB takes place twice.

The first assessment is always provisional and may lead to improvement agreements. The second assessment is final and may have consequences in the form of a bonus or malus.

The performance delivered also influences GVB's decision on whether or not to extend the framework agreement.

GVB considers the KPI's to be a dynamic model and reserves the right to make changes to (parts of) the KPI's during the term of the contract or to choose another methodology. This will take place in consultation with the Supplier.

3.2 Supplier service

GVB's assessment of the supplier focuses on the following aspects of service provision and delivery to which the following KPIs apply per aspect:

- Delivery of planning, management of planning and execution & progress information
 - Did the supplier deliver the (implementation) plans in time?
 - Is the planning supplied of sufficient quality?
 - Did the supplier keep to the schedule?
 - Has the supplier informed GVB well about the progress and has GVB been informed in time about deviations in the planning?
- Safety & Environment
 - The supplier complies with all relevant safety rules and procedures?
 - Does the supplier take sufficient account of the environment in which it works (e.g. accessibility, nuisance, timely communication about deliveries)?
- Knowledge & Experience
 - Did the supplier use employees who were suitable for the tasks to be performed?
- Control of risks
 - Does the supplier anticipate possible problems and risks?
 - Has the supplier identified risks and opportunities and taken/provided corresponding control measures?
- Quality Management & Complaint Handling
 - Did the supplier perform the services within the agreed quality requirements?
 - Are agreements being kept?
 - Are complaints dealt with within the agreed time?
 - Are the complaints closed properly?
- Documentation & Reporting
 - Are the documentation and reports provided by the supplier on time and of sufficient quality?
- Development & Sustainability
 - The Supplier anticipates changed needs at GVB and comes up with options for new components that are appropriate

- The supplier anticipates the management and maintenance process of GVB and comes up with appropriate improvement proposals
 - The Supplier anticipates the needs of GVB with regard to sustainability and puts forward options for suitable solutions.
- Collaboration & Communication
 - How did the Supplier act when CFP implemented (intended) changes
 - Has supplier coordinated its work with CFP and other stakeholders?
 - How is the cooperation going and does the supplier take into account the interests of CFP within the cooperation?

3.3 Commissioning by GVB

The assessment by the supplier of GVB focuses on the following aspects of the Commissioning process to which the following KPIs apply per aspect:

- Work according to plan
 - To what extent did CFP adhere to the project structure?
 - Did CFP adhere to the schedule?
- Safety & Environment
 - To what extent does GVB offer a working environment in which it is possible to work in accordance with all relevant safety rules and procedures?
 - How did GVB communicate about safety at its sites?
 - When planning work in the project area that interfaces with the supplier, does GVB take sufficient account of the interests of the supplier (for example, accessibility, inconvenience, timely communication, etc.)?
- Knowledge & Experience
 - Did CFP deploy staff that were appropriate for the tasks to be performed?
- Control of risks
 - Does CFP anticipate potential problems and risks?
 - Has GVB properly identified the risks it has to manage and taken/provided for the corresponding management measures?
- Quality Management & Complaint Handling
 - To what extent did GVB comply with its obligation to the supplier with regard to timely approval or rejection of submitted designs and plans?
 - To what extent did GVB properly follow up on suggestions for improvement and complaints from suppliers?
- Invoicing, Documentation & Reporting
 - To what extent has GVB complied with its obligations with regard to timely payment of the Supplier?
 - To what extent did GVB fulfil its obligation with regard to timely approval or rejection of submitted revision documents?
- Development & Sustainability
 - Is GVB able to properly communicate its needs with regard to new or other solutions to the Supplier?
- Collaboration & Communication
 - How did the CFP act when implementing (proposed) changes?
 - Has CFP coordinated its work with Supplier?
 - How does the cooperation work and does GVB take the interests of the Supplier into account within the cooperation?

3.4 Assessment framework

The assessment per KPI has four possible scores:

Better than agreed

Explanation: With regard to this KPI, the supplier has met the agreed requirements and agreements well within set periods, has proactively anticipated deviations and has taken appropriate measures and provided working methods that constitute added value.

As agreed

Explanation: With respect to this KPI, the supplier complied with the agreed requirements and agreements within the set period, anticipated deviations and took appropriate measures.

In parts not according to agreement

Explanation: With respect to this KPI, the supplier partly does not meet the agreed requirements and agreements and/or the supplier has only met the agreements after indication of CFP.

Largely not as agreed

Explanation: With regard to this KPI, the supplier for the most part does not meet the agreed requirements and agreements. Even after indication by GVB, the supplier has not met the agreed requirements.

The overall assessment is made as follows:

Overall assessment	Score per KPI
Better than agreed	At least 10 times  Maximum 2 x  No 
As agreed	Maximum 3 x  No 
In parts not according to agreement	Maximum 4 x  Or Maximum 2 x  Or Maximum 2 x and  Maximum 1 x 
Majority not according to agreement	More than 4 times  Or More than 2 x  Or 1 or more x and  Maximum 2 x  Or 3 or more x and 

	Maximum 1 x 
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3.5 Improvement agreements

If the agreed requirements and agreements are not met in relation to a KPI, improvement agreements are made which are filled in on the assessment form.

If the KPI is also not achieved during the subsequent assessment, the Supplier will draw up an improvement plan in accordance with SMART principles and add this to the progress report.

The progress report, including the improvement plan, is submitted to CFP and approved within ten working days. After approval, the improvement plan must be implemented immediately. If services or deliveries are incomplete, they will be carried out/delivered retrospectively.

If the KPI is not achieved three times in a row (within one and a half year of the contract) and/or no improvement is visible after the implementation of an improvement plan, this is a case of non-performance. GVB is entitled to dissolve part or all of the Agreement.

3.6 Bonus/malus

A bonus malus is applied based on the overall assessment. Settlement takes place as follows:

Per project carried out

- Overall assessment **Better than**  **agreed** Bonus of 1% of contract value of this project
- Everywhere assessment  **In accordance with the agreement** no bonus/malus
- Everywhere assessment  **Parts not according to agreement** Penalty of 1% of the contract value of this project
- **Largely**  **not in accordance with the agreement** Penalty of 2% of the contract value of this project

Settlement will take place at the final instalment of the project

About executed service and maintenance

- Everywhere rating **Better than**  **agreed** Bonus of 1% of contract value of service and maintenance per contract year
- Everywhere assessment  **In accordance with the agreement** no bonus/malus
- Everywhere assessment  **Parts not according to agreement** Penalty of 1% of service and maintenance per contract year
- **Largely**  **not in accordance with agreement** Malus of 2% of service and maintenance per contract year

Settlement will take place over the invoice value per contract year and will be settled with the last instalment of that year.

4. Periodic evaluation Supplier traction energy components

Information general	
General	Click or tap to enter text.
Contract	Click or tap to enter text.
Filled in by CFP (<i>name</i>)	Click or tap to enter text.
Supplier (<i>name</i>)	Click or tap to enter text.
Conversation date	Kies het kwartaal Date Click or tap to enter a date.

Deliver, control planning and execution & progress information

Did the supplier deliver the (implementation) plans in time?	 ☐  ☐  ☐  ☐ *	+ = - ☐ ☐ ☐ **
Is the planning supplied of sufficient quality?	 ☐  ☐  ☐  ☐ *	+ = - ☐ ☐ ☐ **
Did the supplier keep to the schedule?	 ☐  ☐  ☐  ☐ *	+ = - ☐ ☐ ☐ **
Has the supplier informed GVB well about the progress and has GVB been informed in time about deviations in the planning?	 ☐  ☐  ☐  ☐ *	+ = - ☐ ☐ ☐ **
General review	 ☐  ☐  ☐  ☐ *	+ = - ☐ ☐ ☐ **
Give a reason (example/compliment/complaint) and include the improvement agreements made (if applicable) Click or tap to enter text.		

Safety & Environment

The supplier complies with all relevant safety rules and procedures?	 ☐  ☐  ☐  ☐ *	+ = - ☐ ☐ ☐ **
Does the supplier take sufficient account of the environment in which he is working (e.g. accessibility, nuisance, timely communication about work)?	 ☐  ☐  ☐  ☐ *	+ = - ☐ ☐ ☐ **
General review	 ☐  ☐  ☐  ☐ *	+ = - ☐ ☐ ☐ **
Give a reason (example/compliment/complaint) and include the improvement agreements made (if applicable) Click or tap to enter text.		

Knowledge & Experience

Did the supplier use employees who were suitable for the tasks to be performed?	 ☐  ☐  ☐  ☐ *	+ = - ☐ ☐ ☐ **
General review	 ☐  ☐  ☐  ☐ *	+ = - ☐ ☐ ☐ **
Give a reason (example/compliment/complaint) and include the improvement agreements made (if applicable) Click or tap to enter text.		

Control of risks

Does the supplier anticipate possible problems and risks?	 ☐  ☐  ☐  ☐ *	+ = - ☐ ☐ ☐ **
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Quality Management & Complaint Handling										
Did the supplier perform the services within the agreed quality requirements?		☐		☐		☐		☐	*	+ = - ☐ ☐ ☐ **
Are agreements being kept?		☐		☐		☐		☐	*	+ = - ☐ ☐ ☐ **
Are complaints dealt with within the agreed time?		☐		☐		☐		☐	*	+ = - ☐ ☐ ☐ **
Are the complaints closed properly?		☐		☐		☐		☐	*	+ = - ☐ ☐ ☐ **
General review		☐		☐		☐		☐	*	+ = - ☐ ☐ ☐ **
Give a reason (example/compliment/complaint) and include the improvement agreements made (if applicable) Click or tap to enter text.										

Documentation & Reporting				
Are the documentation and reports provided by the supplier on time and of sufficient quality?	☐ ☐ ☐ ☐ ☐ *	+ = - ☐ ☐ ☐ **		
General review	☐ ☐ ☐ ☐ ☐ *	+ = - ☐ ☐ ☐ **		
Give a reason (example/compliment/complaint) and include the improvement agreements made (if applicable) Click or tap to enter text.				

Development & Sustainability		
The Supplier anticipates changed needs at GVB and comes up with options for new components that are appropriate	☐ ☐ ☐ ☐ *	+ = - ☐ ☐ ☐ **
The supplier anticipates the management and maintenance process of GVB and comes up with appropriate improvement proposals	☐ ☐ ☐ ☐ *	+ = - ☐ ☐ ☐ **
The Supplier anticipates the needs of GVB with regard to sustainability and	☐ ☐ ☐ ☐ *	+ = - ☐ ☐ ☐ **

puts forward options for suitable solutions.		
General review	☐ ☐ ☐ ☐ ☐ *	+ ☐ = ☐ - ☐ ☐ **
Give a reason (example/compliment/complaint) and include the improvement agreements made (if applicable) Click or tap to enter text.		

Collaboration & Communication		
How did the Supplier act when GVB implemented (proposed) changes?	☐ ☐ ☐ ☐ ☐ *	+ ☐ = ☐ - ☐ **
Has supplier coordinated its work with CFP and other stakeholders?	☐ ☐ ☐ ☐ ☐ *	+ ☐ = ☐ - ☐ ☐ **
How is the cooperation going and does the supplier take into account the interests of CFP within the cooperation?	☐ ☐ ☐ ☐ ☐ *	+ ☐ = ☐ - ☐ ☐ **
General review	☐ ☐ ☐ ☐ ☐ *	+ ☐ = ☐ - ☐ ☐ **
Give a reason (example/compliment/complaint) and include the improvement agreements made (if applicable) Click or tap to enter text.		

KPIs		
Are the KPIs still up-to-date?	☐ ☐ ☐ ☐ ☐ *	+ ☐ = ☐ - ☐ ☐ **
Click or tap to enter text.	☐ ☐ ☐ ☐ ☐ *	+ ☐ = ☐ - ☐ ☐ **
General review	☐ ☐ ☐ ☐ ☐ *	+ ☐ = ☐ - ☐ ☐ **
Give a reason (example/compliment/complaint) and include the improvement agreements made (if applicable) Click or tap to enter text.		

General impression	
☐	☐ ☐ ☐ ☐ *
+ ☐ = ☐ - ☐ ☐ **	
Give a reason (example/compliment/complaint) and include the improvement agreements made (if applicable) Click or tap to enter text.	

5. Periodic evaluation Principal traction energy components

Information general	
General	Click or tap to enter text.
Contract	Click or tap to enter text.
Filled in by CFP (<i>name</i>)	Click or tap to enter text.
Supplier (<i>name</i>)	Click or tap to enter text.
Conversation date	Kies het kwartaal Date Click or tap to enter a date.

Work according to plan		
To what extent did CFP adhere to the project structure?	 ☐  ☐  ☐  ☐ *	+ = - ☐ ☐ ☐ **
Did CFP adhere to the schedule?	 ☐  ☐  ☐  ☐ *	+ = - ☐ ☐ ☐ **
General review	 ☐  ☐  ☐  ☐ *	+ = - ☐ ☐ ☐ **

Give a reason (example/compliment/complaint) and include the improvement agreements made (if applicable)
Click or tap to enter text.

Safety & Environment

To what extent does GVB offer a working environment in which it is possible to work in accordance with all relevant safety rules and procedures?

😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ *

+ = - ☐ ☐ ☐ **

How did GVB communicate about safety at its sites?

😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ *

+ = - ☐ ☐ ☐ **

When planning work in the project area that interfaces with the supplier, does GVB take sufficient account of the interests of the supplier (e.g. accessibility, inconvenience, timely communication, etc.)?

😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ *

+ = - ☐ ☐ ☐ **

General review

😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ *

+ = - ☐ ☐ ☐ **

Give a reason (example/compliment/complaint) and include the improvement agreements made (if applicable)
Click or tap to enter text.

Knowledge & Experience

Did CFP deploy staff that were appropriate for the tasks to be performed?

😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ *

+ = - ☐ ☐ ☐ **

General review

😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ *

+ = - ☐ ☐ ☐ **

Give a reason (example/compliment/complaint) and include the improvement agreements made (if applicable)
Click or tap to enter text.

Control of risks

Does CFP anticipate potential problems and risks?

😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ *

+ = - ☐ ☐ ☐ **

Has GVB properly identified the risks it has to manage and taken/provided for the corresponding management measures?

😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ *

+ = - ☐ ☐ ☐ **

General review

😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ *

+ = - ☐ ☐ ☐ **

Give a reason (example/compliment/complaint) and include the improvement agreements made (if applicable)
Click or tap to enter text.

Quality Management & Complaint Handling

To what extent did GVB comply with its obligation to the supplier with regard to timely approval or rejection of submitted designs and plans?

😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ *

+ = - ☐ ☐ ☐ **

To what extent did GVB properly follow up on suggestions for improvement and complaints from suppliers?

😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ *

+ = - ☐ ☐ ☐ **

General review

😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ *

+ = - ☐ ☐ ☐ **

Give a reason (example/compliment/complaint) and include the improvement agreements made (if applicable)
Click or tap to enter text.

Invoicing, Documentation & Reporting

To what extent has GVB complied with its obligations with regard to timely payment of the Supplier?

😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ *

+ = - ☐ ☐ ☐ **

To what extent did GVB fulfil its obligation with regard to timely approval or rejection of submitted revision documents?

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+ = - ☐ ☐ ☐ **

General review

😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ *

+ = - ☐ ☐ ☐ **

Give a reason (example/compliment/complaint) and include the improvement agreements made (if applicable)
Click or tap to enter text.

Development & Sustainability

Is GVB able to properly communicate its needs with regard to new or other solutions to the Supplier?

😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ *

+ = - ☐ ☐ ☐ **

General review

😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ 😊 ☐ *

+ = - ☐ ☐ ☐ **

Give a reason (example/compliment/complaint) and include the improvement agreements made (if applicable)
Click or tap to enter text.

Collaboration & Communication

How did the CFP act when the Supplier implemented (proposed) changes?	 ☐  ☐  ☐  ☐ *	+ = - ☐ ☐ ☐ **
Has CFP coordinated its work with Supplier?	 ☐  ☐  ☐  ☐ *	+ = - ☐ ☐ ☐ **
How is the cooperation going and does GVB take the interests of the Supplier into account within the cooperation?	 ☐  ☐  ☐  ☐ *	+ = - ☐ ☐ ☐ **
General review	 ☐  ☐  ☐  ☐ *	+ = - ☐ ☐ ☐ **
Give a reason (example/compliment/complaint) and include the improvement agreements made (if applicable) Click or tap to enter text.		

KPIs

Are the KPIs still up-to-date?	 ☐  ☐  ☐  ☐ *	+ = - ☐ ☐ ☐ **
Click or tap to enter text.	 ☐  ☐  ☐  ☐ *	+ = - ☐ ☐ ☐ **
General review	 ☐  ☐  ☐  ☐ *	+ = - ☐ ☐ ☐ **
Give a reason (example/compliment/complaint) and include the improvement agreements made (if applicable) Click or tap to enter text.		

General impression

 ☐	 ☐	 ☐	 ☐ *
+ = - ☐ ☐ ☐ **			
Give a reason (example/compliment/complaint) and include the improvement agreements made (if applicable) Click or tap to enter text.			