**PERFORMANCE REPORT SCORECARD** - NORTHOAKS PRIMARY SCHOOL - including MOE Kindergarten (MK) & Kindergarten Care (Kcare)

| S/N | Key Performance Indicators | Measurement | Description of Deductions | Date | Points Deduction |
|---|---|---|---|---|---|
| 1 | **Safety** | | | | |
| a | Damage to any property or injury to any person arise out of or in connection with the performance by the Contractor of the Services, as stipulated in Clause 12 of these Requirement Specifications. | 5 points deduction per occasion | Nil | 27/12/2021 | Nil |
| b | Failure or delay in informing of incident promptly and failure to submit incident report within 24 hours from the occurrence of the Incident, as stipulated in Clause 4.9 of these Requirement Specifications. | 2 points deduction per occasion | Nil | 27/12/2021 | Nil |
| 2 | **Complaints** | | | | |
| a | Complaints on Contractor's staff performance (i.e. attitude issues, unprofessionalism etc.) as stipulated in Clause 34 of these Requirement Specifications. | 1 point deduction per complaint | Nil | 27/12/2021 | Nil |
| b | Complaints on repeated failures of same/similar pest problem at the same location as indicated in Form F4 within one (1) month upon pest control corrective and preventive measures.<br>(e.g. Termites, ants and cockroaches) | 2 points deduction for subsequent complaint | Nil | 27/12/2021 | Nil |
| 3 | **Response** | | | | |
| a | Failure to meet Response Time as stipulated in Annex D5. | 3 points per occasion for emergency work<br><br>2 points per occasion for urgent work<br><br>1 point per occasion for routine work | Nil | 27/12/2021 | Nil |
| 4 | **Operation** | | | | |
| a | Failure to carry out Superintending Officer's instruction within stipulated time. The instructions as stipulated in Clauses 9 and 10 of Requirement Specification. | 2 points deduction per occasion | Nil | 27/12/2021 | Nil |

| S/N | Key Performance Indicators | Measurement | Description of Deductions | Date | Points Deduction |
|---|---|---|---|---|---|
| b | Failure to carry out the Services in accordance with the operation frequency as stipulated in Annex D4. | 1 point deduction per occasion | Nil | 27/12/2021 | Nil |
| c | Failure to carry out corrective actions after Site investigations for pest infestation within stipulated time in Clause 9 and 10 of these Requirement Specifications. | 2 points deduction per occasion | Nil | 27/12/2021 | Nil |
| d | Failure to carry out enhanced regime for mosquito control for school in Active Dengue Cluster (ADC) and High Aedes Mosquito Population (HAP) areas as stipulated in Clause 25 of these Requirement Specifications. | 3 points deduction per occasion | Nil | 27/12/2021 | Nil |
| e | Failure to submit schedule for subsequent month servicing as stipulated in Clause 4 of these Requirement Specifications. | 1 points deduction per occasion | Nil | 27/12/2021 | Nil |
| f | Failure to upload all the deliverables to the Electronic Pest Control Management System on the 7th days of the month, as stipulated in Clause 4 of these Requirement Specifications. | 3 points deduction per occasion | Nil | 27/12/2021 | Nil |
| g | Failure to report to User and Superintending Officer on any potential breeding habitats during scheduled site inspection, as stipulated in Clause 11 of these Requirement Specifications. | 3 points deduction per occasion | Nil | 27/12/2021 | Nil |
| h | Failure to provide contractor's personnel with personal protective equipment and proper or non-defective equipment as stipulated in Clause 36 of these Requirement Specifications. | 3 points deduction per occasion | Nil | 27/12/2021 | Nil |
| i | Failure to achieve sample mean of quarterly Pest Control Audit score of 80% per Zone. | 5 points deduction per case | Nil | 27/12/2021 | Nil |
| | | | | **TOTAL POINTS DEDUCTION** | |

Submitted by Contractor: ATL Maintenance Pte Ltd

Vetted by Managing Agent: _____