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| **BPA CALL PAST PERFORMANCE QUESTIONNAIRE** | |
| 1. Contractor/Vendor Name: | 2. BPA Number:  BPA Call Number: |
| 3. Period of Performance: | 4. Dollar Amount of BPA Call: $ |
| 5. Description of BPA Product/Service: | |

NOTE*:* Please use adjectival ratings from attached sheet.

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| 6**.** Evaluation Factor | 7**.** Comments (Attach additional sheets, if necessary.) | | 8.Rating (Put N/A if not applicable) |
| a. Quality of Work |  | |  |
| b. Personnel on BPA Call |  | |  |
| c. Invoicing |  | |  |
| d. Business Relations |  | |  |
| e. Timeliness of Performance/Delivery of Product |  | |  |
| f. Customer Satisfaction |  | |  |
| 9. Would you select this contractor/vendor again? Please explain. (Attach additional sheet if necessary.) | | | |
| 10. Name & Date: | | 11. Title: | |
| 12. Email Address: | | 13. Phone Number: | |

**PAST PERFORMANCE RATING GUIDELINES**

Summarize Contractor Performance in each of the rating areas. Assign each area a rating of Unsatisfactory, Poor, Fair, Good, Excellent. Use the following instructions as guidance in making these evaluations. Note: There is no corresponding guidance for “Customer Satisfaction”. Please use the comments area on the preceding form to justify the rating given “Customer Satisfaction.”

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| **Ratings** | **Quality of Work/**  **Personnel/Service**  -Compliance w/BPA Call requirements  -Accuracy of reports  -Appropriateness of personnel  -Technical excellence | **Invoicing**  -Invoice is correct and accurate.  -Invoice follows invoicing instructions  -Invoiced in a timely manner | **Timeliness of**  **Performance/Delivery of Product**  -Reliable  -Responsive to technical direction  -Completed on time  -Delivered Product on time | **Business Relations**  -Effective Mgmt  -Businesslike correspondence  -Responsive to BPA Call requirements  -Prompt notification of problems  -Reasonable/  cooperative  -Flexible  -Pro-active |
| Unsatisfactory | Nonconformances  are comprising the achievement of BPA Call requirements | Invoices require major rework and are never correct. | Delays are compromising achievement of BPA Call requirements | Response is not effective |
| Poor | Nonconformances  require major agency resources to ensure achievement of BPA Call requirements | Invoices require major rework and are rarely correct | Delays require major agency resources to ensure achievement of BPA Call requirements | Response is marginally effective |

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| Fair | Nonconformances require minor agency resources to ensure achievement of BPA Call requirements | Invoices require some rework and are sometimes correct. | Delays require minor agency resources to ensure achievement of BPA Call requirements | Response is somewhat effective |
| Good | Nonconformances  do not impact achievement of contract BPA Call requirements | Invoices require minor rework and are mostly correct | Delays do not impact achievement of BPA Call requirements | Response is usually effective |
| Excellent | There are no quality problems | There are no invoicing issues | There are no delays | Response is effective |

Once completed, please email this form to [bpapastperf@mail.nih.gov](mailto:bpapastperf@mail.nih.gov) via your NIH email account.