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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 | Nonconformancesare 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 | Nonconformancesrequire 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 | Nonconformancesdo 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 via your NIH email account.