

EXHIBIT E -- Incident Blanket Purchase Agreement (I-BPA) Performance Evaluation

Highlighted blocks are required to be completed.

Agreement Number:	Rating Period: From to	
Contracting Office (Including Address) :	Fire Name:	Resource Order Number:
Contractor Name:	Requirement Description (Equipment Type):	

Ratings

Summarize contractor performance and check the number which corresponds to the rating for each rating category
(See attached Rating Guidelines).

Quality of Product of Service (How did the contractor perform—document any noncompliance or performance issues)

N/A	0=Unsatisfactory	1=Marginal	2=Satisfactory	3=Very Good	4=Exceptional
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Government Comments for Quality of Product or Service (2000 characters maximum):

Timeliness of Performance (Schedule) (Did the contractor arrive when expected, demo, and perform the work in a timely manner)

N/A	0=Unsatisfactory	1=Marginal	2=Satisfactory	3=Very Good	4=Exceptional
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Government Comments for Timeliness of Performance (2000 characters maximum):

Business Relations (Did the contractor perform in a business-like manner, complete administrative requirements in a timely manner)

N/A	0=Unsatisfactory	1=Marginal	2=Satisfactory	3=Very Good	4=Exceptional
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Government Comments for Business Relations (2000 characters maximum):

Would you recommend ordering this contractor again? ☐ **Yes** ☐ **No** (Check one)

Government Comments on Customer satisfaction (2000 characters maximum): (If no above, explain below)

Exhibit E (cont.)

Contractor comments:

This rating has been discussed with me (Contractor signature):

Date: _____

Rated by (signature):

Date: _____

Admin Info (please print)

Project Officer/COTR *(Individual completing the evaluation)*

Name: _____

Phone: _____

Email address _____

Contractor Representative

Name: _____

Phone: _____

Email Address: _____

****EVALUATOR TO RETURN A COMPLETED EVALUATION FORM TO FINANCE SECTION****

EXHIBIT E (cont.)

Rating Guidelines

Quality of Product or Service, Timeliness of Performance, Business Relations

Unsatisfactory	<p>Performance does not meet most contractual requirements and recovery is not likely in a timely manner. The contractual performance of the element or sub-element contains a/several serious problem(s) for which the contractor's corrective actions appear, or were, ineffective.</p> <p>NOTE: To justify an Unsatisfactory rating, identify multiple significant events in each category that the contractor had trouble overcoming, and state how it impacted the Government. A singular problem, however, could be of such serious magnitude that it alone constitutes an Unsatisfactory rating. An Unsatisfactory rating should be supported by referencing the management tools used to notify the contractor of the contractual deficiencies (e.g., management, quality, safety, or environmental deficiency reports or letters).</p>
Marginal	<p>Performance does not meet some contractual requirements. The contractual performance of the element or sub-element being assessed reflects a/some serious problem(s) for which the contractor has not yet identified corrective actions. The contractor's proposed actions appear only marginally effective or were not fully implemented.</p> <p>NOTE: To justify a Marginal rating, identify a significant event in each category that the contractor had trouble overcoming, and state how it impacted the Government. A Marginal rating should be supported by referencing the management tool used to notify the contractor of the contractual deficiency (e.g., management, quality, safety, or environmental deficiency reports or letters).</p>
Satisfactory	<p>Performance meets contractual requirements. The contractual performance of the element or sub-element contains a/some minor problem(s) for which corrective action(s) taken by the contractor appear or were satisfactory.</p> <p>NOTE: To justify a Satisfactory rating, there should have been only a/some minor problem(s), or if there was/were major problem(s), the contractor recovered without impact to the contract. There should have been NO significant weaknesses identified. A fundamental principle of assigning ratings is that a contractor will not be assessed a rating lower than satisfactory, solely for not performing beyond the requirements of the contract.</p>
Very Good	<p>Performance meets contractual requirements and exceeds some requirements, to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with a/few minor problem(s) for which corrective action(s) taken by the contractor was/were highly effective.</p> <p>NOTE: To justify a Very Good rating, identify a significant event and state how it was a benefit to the Government. There should have been NO significant weaknesses identified.</p>
Exceptional	<p>Performance meets contractual requirements and exceeds many requirements, to the Government's benefit. The contractual performance of the element or sub-element being assessed was accomplished with a/few minor problem(s) for which corrective action(s) taken by the contractor was/were highly effective.</p> <p>NOTE: To justify an Exceptional rating, identify multiple significant events and state how they were of benefit to the Government. There should have been NO significant weaknesses identified.</p>

Source: Rating guidelines are from the CPAR checklist (<http://www.cpars.csd.disa.mil/cparsfiles/pdfs/qualcheck08.pdf>)