PERFORMANCE EVALUATION

Contractor performance will be assessed using both quantitative and qualitative methods. Key Performance Indicators (KPIs) may be modified during the term of the Agreement.

1. **Qualitative evaluation** focuses on assessing Contractor performance based on subjective judgments, observations, and qualitative factors that cannot be quantifiable. This approach involves gathering feedback through questionnaires answered by UNFPA stakeholders.

2. **Quantitative evaluation** focuses on measuring Contractor performance using objective and measurable metrics:

*KPI 1: Delivery Timeliness of Goods delivered by the Contractor including Prepositioned Stock Orders

Definition	Target
Invoice Date = PO Requested Ship Date → Goods are delivered on time	75% of UNFPA deliveries in which ASN Shipped Date = PO Requested Ship Date *
Invoice Date < PO Requested Ship Date → Goods are delivered early	
Invoice Date > PO Requested Ship Date → Goods are delivered late	

Early delivery is accepted based on the "green light" provided by UNFPA. In such cases, the Purchase Order Requested Ship Date shall be revised accordingly. The same should be done also in cases when the dispatch is delayed by UNFPA.

*KPI 2: Initial PO Confirmation Timeliness within the five (5) calendar days window

Conditions: "Required Acknowledgment" is enabled.

Definition	Target
5 Days indicated by the Responsible Focal Point against the "Acknowledge Within Days" field → Contractor confirms/accepts the PO within 5 days → PO is confirmed on time	75% of UNFPA POs are accepted by the Contractor within the 5 days window
5 Days indicated by the Responsible Focal Point against the "Acknowledge Within Days" field → Contractor confirms/accepts PO after 5 days → PO is confirmed late	

The following scoring scale will be applied under this BPA:

Scoring Scale for Contractor Performance Evaluations of Commodities	Percentage
Excellent Performance	90 – 100
Good Performance	80 – 89
Acceptable Performance	60 – 79
Poor Performance	40 – 59
Unacceptable performance	0 – 39