

Open Ratings

Company Background:

Open Ratings leverages its unique technology and data resources to provide a comprehensive, independent view of supplier past performance to the general services administration, state and federal government.

In addition, we offer a wide range of services to help companies get the information and support needed to make informed, effective decisions about managing their suppliers.

Past Performance Evaluation FAQ's:

What is a Past Performance Evaluation?

Past Performance Evaluations are requested or required by governmental organizations and agencies as part of bid responses.

What is the process?

You start by ordering the Past Performance Evaluation (see below for information needed). During the order, you will need to specify at least 4 references.

After completion of the order, Open Ratings emails a confirmation to you that includes a list of the references you provided and the subject line of the e-mails they will receive.

The following day, the references that you provided in the online order receive an e-mail requesting that they complete an on-line survey. Once a reference completes the survey or opts out, no further contact is made. If the reference does not respond to the original email, two further reminder e-mail requests are sent.

After 13 days, if Open Ratings has received fewer than four completed surveys, your order is forwarded to our call center and we attempt to contact your references via telephone. When we receive four complete references, the order is closed.

After 13 days, if Open Ratings has received at least four completed surveys, we will keep the order open for another 8 days or until at least 50% of surveys are completed, whichever comes first. The order is then closed.

Once the order is closed, the Past Performance Evaluation report is generated, and references will no longer be able to respond to the survey.

One copy of the report is distributed to the company who ordered the report and another copy is distributed to the GSA, Federal or State Government recipient. Copies are also distributed to additional recipients specified at the time of order.

How can I place an order?

Order should be placed on-line at www.ppereports.com

How long does it take?

The average time to complete a report is approximately 35 days, however for orders placed on-line this time is reduced to 20 days. Customers that facilitate the process by proactively contacting their references and advising them of the process tend to close their orders sooner with a higher response rate from the customers.

How many references do you need?

We request that customers provide 20 references. Providing fewer than 20 references reduces the chance that the report will be successfully completed and will generally increase the time taken to generate the report. The minimum number of completed references that will be required to close a report is four – however to obtain four completed references we highly recommend providing 15-20 references. Due to your customer's personal schedules and company policies, providing less than 15 references can delay the closing of an order.

Should I contact my references?

Yes. You may want to determine whether they are inclined to give you a good reference. In addition, we recommend that you inform them that Open Ratings will contact them via email. The subject line of the e-mail references receive is included in the confirmation e-mail sent to our customers.

How long is the rating good for?

In accordance with GSA requirements, the rating is valid for 6 months from date of issue. Additional copies of reports may not be ordered after the rating expires.

What is needed to place an order?

1- Two contacts that will receive the report once complete.

2- 15-20 customer references:

For each reference, you will need to provide:

- First and Last Name
- Company Name
- Telephone Number
- Email Address

3- Details of the company being evaluated:

- - D-U-N-S™ of the company being evaluated

OR

- - Company Name
- Main Telephone Number
- Address, City, State and Zip Code and Country

4- Payment Methods:

- American Express



- Visa
- Mastercard

How much does a Past Performance Evaluation Cost?

The cost is only \$125.00. Once the evaluation is complete, it will be emailed to the two recipients chosen to receive the results. You can add more than two recipients at an additional cost of \$25.00 per recipient.

The cost of a Past Performance Evaluation / Supplier Evaluation Report, a report typically requested by a State Agency, County Agency or U.S. Army is \$175.

How is the rating calculated?

The rating is calculated using a statistical analysis of various performance data and survey responses that Open Ratings collects. This analysis places a greater weighting on recent data collections such as the surveys completed by the references you provided for your PPE. The analysis may also consider, with a lesser weighting, performance information collected in the past.

The score is then reported in two ways: the score (performance rating) and how good the score is relative to your peers in the same SIC code (SIC Level Quintile). As a result having the correct SIC is imperative in the process.

What is a SIC Level Quintile?

The SIC Level Quintile indicates how good or poor a rating is compared to other companies in the same industry. Performance ratings within an SIC are rank ordered and divided into five groups (Quintiles). The top 20% performance ratings are in the first quintile, the next 20% of performance ratings are in the second quintile, etc...

Why do you calculate a SIC Level Quintile?

Scores vary significantly from industry to industry. For example management consultants will almost invariably receive higher absolute scores than building contractors. Providing the SIC Level Quintile normalizes the score based on the industry, making interpretation of that score easier.

What does the report look like and how do I read it?

A past performance evaluation consists of four sections:

Company Overview: Contains basic location, contact and operating data for the company being evaluated. This information is provided by Dun and Bradstreet according to the D-U-N-S number that is provided.

Supplier Performance Rating: Provides the supplier's Summary Performance Rating, which is an assessment of likely overall performance. This section also contains your SIC Level Quintile, which is a rating that marks the overall performance of a supplier against all other Suppliers in its Standard Industry Classification code (SIC).

Detailed Performance Rating: This section lists the detailed performance questions that Open Ratings will ask your references. The detailed ratings are combined with other qualitative survey data and other relevant data sources. It is then calculated using an algorithm that weighs scores based on recency of the information, transaction size, and accuracy of the rater.

Buyers Surveyed: Indicates the industries of the companies that provided ratings on this supplier. Individual raters are not identified in order to preserve confidentiality.

Distribution Feedback: Provides a breakdown of the survey responses received from raters of this supplier. The responses are rated on a 0-10 scale for each survey question.

9-10 – Positive Feedback

5-8 – Neutral Feedback

0-4 – Negative Feedback

Click on the link below to view a sample report:

[Sample Past Performance Evaluation Report](#)

How do I interpret the results?

All scores are relative to the companies that are listed in the SIC code you provide. Favorable scores are those in the top quintile. If your scores rate in the lower quintile it does not mean that your references gave you poor results, only that the scores were lower than other companies with the same SIC code.

Can I see my references' survey responses?

All individual survey results are confidential and are not shared with anyone.