PAST PERFORMANCE SURVEY

Solicitation No. DTFASO-10-R-00138,
Janitorial Services, at the Air Traffic Control Tower (ATCT), Base Building And Air Traffic Control Tower (ATCT) Offices across Parking Lot from Base Building, Jacksonville International Airport, Jacksonville, Florida

To: _____ (Point of Contact)
_____ (Company)
_____ (Phone)
_____ (Fax)

The Federal Aviation Administration (FAA) is currently evaluating our company/firm **(insert company name)** _____ for past performance and customer satisfaction. Since you are one of our past customers it would be greatly appreciated if you would take 5 or 10 minutes to complete the following information and return to the (FAA) via facsimile to 404-305-5774.

If you have any questions or comments, feel free to contact me. Thank you in advance for your assistance.

Tracie B. Harris, Contracting Officer
Telephone: (404) 305-5779
Facsimile: (404) 305-5774

Please identify the project(s) that this company has performed for your organization, description, city, state, and approximate dollar value:

_____

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Respond to the following on a scale of 1 to 5, with 3 being Acceptable, and 5 being Outstanding.

1. Did the contractor commit adequate resources in timely fashion to the contract to meet the requirements and to successfully solve problems? 1☐ 2☐ 3☐ 4☐ 5☐

2. To what extent did the contractor respond positively and promptly to technical direction, contract change orders, etc.? 1☐ 2☐ 3☐ 4☐ 5☐

3. How reliably did the contractor follow through on commitments? 1☐ 2☐ 3☐ 4☐ 5☐

4. To what extent did the contractor's management system provide visibility into problems and risks? 1☐ 2☐ 3☐ 4☐ 5☐

5. How responsive do you think the contractor was to information requests, issues, or problems during the course of the contract? 1☐ 2☐ 3☐ 4☐ 5☐

6. How effective has the contractor been in identifying user requirements? 1☐ 2☐ 3☐ 4☐ 5☐

7. To what extent did the contractor have the ability to administer and manage the contract? 1☐ 2☐ 3☐ 4☐ 5☐

8. To what extent did the contractor issue professional correspondence? 1☐ 2☐ 3☐ 4☐ 5☐

9. How well did the contractor adhere to the Statement of Work? 1☐ 2☐ 3☐ 4☐ 5☐

10. What was your level of satisfaction with the contractor's management and support staff? 1☐ 2☐ 3☐ 4☐ 5☐

11. What was your level of satisfaction with the contractor's Supervisor(s)? 1☐ 2☐ 3☐ 4☐ 5☐

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12. To what extent did the contractor submit required reports and documentation in a timely manner? 1☐ 2☐ 3☐ 4☐ 5☐

13. To what extent were the contractor's reports and documentation accurate and complete? 1☐ 2☐ 3☐ 4☐ 5☐

14. To what extent was the contractor's maintenance and problem tracking/reporting documentation timely, accurate and of appropriate content? 1☐ 2☐ 3☐ 4☐ 5☐

15. To what extent did the contractor comply with safety requirements? 1☐ 2☐ 3☐ 4☐ 5☐

16. What was your level of satisfaction with the contractor's overall quality of service? 1☐ 2☐ 3☐ 4☐ 5☐

17. To what extent was the contractor effective in interfacing with the Government staff? 1☐ 2☐ 3☐ 4☐ 5☐

18. What was your level of overall customer satisfaction? 1☐ 2☐ 3☐ 4☐ 5☐

19. To what extent were the contractor's employees experienced and qualified? 1☐ 2☐ 3☐ 4☐ 5☐

Respond: Yes or No.

20. Were there any cure notices issued? Yes: ____ No: ____

21. Was contractor pro-active? Yes: ____ No: ____

22. Did contractor suggest cost-saving changes? Yes: ____ No: ____

23. Would you recommend this contractor? Yes: ____ No: ____

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For Federal contracts:

24. Were there any Labor Department Investigations? Yes: ____ No: ____

24a. If yes, please describe reason and final outcome.

_____

25. Were there any safety investigations? Yes: ____ No: ____

25a. If yes, please describe reason and final outcome.

_____

26. Were there any security investigations? Yes: ____ No: ____

26a. If yes, please describe reason and final outcome.

_____

27. Was there a partial or complete termination for default or convenience?

Yes: ____ No: ____

27a. If yes, please describe reason and final outcome.

_____

28. Are there any pending terminations? Yes: ____ No: ____

29. What is/was the duration of the contract? _____

30. Were there any performance issues regarding the contractor's work? If yes, please describe.

_____

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Please provide other comments:

_____

_____

_____

_____

_____

Signature: _____

Date: _____