(J-4 Attachment)

PAST PERFORMANCE SURVEY

Solicitation DTFAEN-12-R-00017

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

The Federal Aviation Administration is currently evaluating ..... and you were listed as a performance reference. It would be greatly appreciated if you would take 5 or 10 minutes to complete the following information and return to me via fax by --------- at:
Fax .(404) 305-5774.

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

Mike R.Wargo
Contracting Officer
Federal Aviation Administration
Eastern Logistics Service Area ASO-52
1701 Columbia Ave.
Atlanta, GA 30337

Tel: (404) 305-5792.....

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

_____
_____
_____
_____
_____

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☐

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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☐
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☐

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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: ____

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: ____

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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.

_____

_____

_____

_____

_____

Please provide other comments:

_____

_____

_____

_____

_____

Signature: _____

Date: _____