

CUSTOMER SATISFACTION SURVEY (PAGE 1 OF 2)
DTFANM-12-R-00055

SECTION 1 -- TO BE COMPLETED BY THE OFFEROR AND PROVIDED TO THE CUSTOMER REFERENCE

Name of Firm Being Evaluated: _____

Project Title & Location: _____

Project Dollar Value: _____

Year Completed: _____ **Project Manager:** _____

SECTION 2 -- TO BE COMPLETED BY THE CUSTOMER REFERENCE AND MAILED, HAND-DELIVERED, E-MAILED OR FAXED DIRECTLY TO: Forms submitted by other than the customer (i.e., by the offeror), will not be considered.

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OVERVIEW: The firm shown above has submitted a proposal on a Federal Aviation Administration solicitation and provided your name as a customer reference. Part of our evaluation process requires information on the firm's past performance. Your input is important to us and responses are required by **APRIL 2, 2012, 4:00 PM PST** for inclusion in this evaluation. Your assistance is greatly appreciated.

In blocks below, please indicate your overall level of satisfaction with work performed by the firm shown in Section 1. Mark *Not Applicable* (N/A) for any areas that do not apply. Provide any additional comments on page 2.

	On this project, the firm:	Satisfaction					
		Low			High	N/A	
1.	Kept You Informed & Treated You as Important Member of the Team	1	2	3	4	5	N/A
2.	Displayed Flexibility in Responding to Your Needs	1	2	3	4	5	N/A
3.	Displayed Initiative in Problem Solving	1	2	3	4	5	N/A
4.	Resolved Your Concerns	1	2	3	4	5	N/A
5.	Completed Your Project Milestones on Time	1	2	3	4	5	N/A
6.	Managed the Project Effectively (including adequate Cost Controls)	1	2	3	4	5	N/A
7.	Managed their Work Force Effectively (including Subcontractors)	1	2	3	4	5	N/A
8.	Maintained an Effective Quality Control Program	1	2	3	4	5	N/A
9.	Provided Warranty Support	1	2	3	4	5	N/A
10.	Maintained Operational Continuity at Existing Facility During Project	1	2	3	4	5	N/A
11.	Minimized Adverse Construction Impacts on Ongoing Operations	1	2	3	4	5	N/A
12.	Your OVERALL Level of Customer Satisfaction	1	2	3	4	5	N/A
13.	Was payment withheld or liquidated damages assessed? (If yes, please describe below).	Yes.....No.....N/A					

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14. **REMARKS: (Discuss strengths and weaknesses of the firm)**

Your Name: _____ **Phone Number:** _____

Firm Name: _____

Relationship to this Project: _____