Customer Satisfaction Survey (CSS)

Solicitation Number: **697DCK-26-R000021**

Company Submitting Proposal: _____

Name of Company Completing Survey: _____

Name of Person Completing Survey: _____

Past Performance Contract # Referenced for Survey: _____

Types of Services Provided under Contract: _____

Annual Cost of Contract: _____

I hereby submit the following ratings on behalf of the company named above as they submit a proposal in accordance with the Federal Aviation Administration solicitation listed above.

Signature of Person Completing Survey: _____ Date: _____

Are all services (weekly, bi-weekly, monthly, quarterly, and annually) completed in a timely manner?

_____Excellent (5) _____Very Good (4) _____Good (3) _____Needs Improvement (2) _____Unacceptable (1)

Comments: _____

_____

How quickly does this Contractor respond to your needs, requests, or complaints?

_____Excellent (5) _____Very Good (4) _____Good (3) _____Needs Improvement (2) _____Unacceptable (1)

Comments: _____

_____

How would you rate the problem-solving capabilities and follow-up of this Contractor's Operations Management?

_____Excellent (5) _____Very Good (4) _____Good (3) _____Needs Improvement (2) _____Unacceptable (1)

Comments: _____

_____

Please rate your current level of satisfaction with the overall service performance provided by this Contractor.

_____Excellent (5) _____Very Good (4) _____Good (3) _____Needs Improvement (2) _____Unacceptable (1)

Comments: _____

_____

Thank you for completing this survey.

Please email the survey to the FAA Contracting Officer Angela.Furukawa@faa.gov.

The Company providing the ratings must submit this survey directly to FAA Acquisitions.
Any survey received directly from the Company bidding on the solicitation referenced will not be accepted.