

ATTACHMENT D: PAST PERFORMANCE QUESTIONNAIRE

Vendor Being Evaluated _____

The United States Patent and Trademark Office (USPTO) is relocating from 18 buildings in Crystal City to the Carlyle Campus in Alexandria, Virginia. We are in the process of contracting with a vendor to provide services related to inventorying systems and modular furniture, planning office space utilizing Autocad, identifying new product that needs to be ordered, and reconfiguring the systems furniture at the new site. As part of the solicitation, the potential vendor has been asked to distribute this questionnaire to a point-of-contact from their previous projects. You have been selected by the vendor as the owner 's representative to provide an evaluation of their past performance.

Please answer all the questions. If a question does not apply, mark it "N/A" (Not Applicable). Verify that the name of the vendor is included at the top of each page. Return the completed questionnaire to Mr. Frank Rumph, USPTO, at no later than March 7, 2003.

Mr. Frank Rumph
 U.S. Patent and Trademark Office
 Office of Procurement
 2011 Crystal Drive, CPK-1, Suite 810
 Arlington, VA 22202

If you have any questions or concerns about this evaluation, feel free to contact Mr. Frank Rumph at (703) 306-4505 or frank.rumph@uspto.gov Your response is greatly appreciated.

Evaluator's Firm Name and Address		_____	_____
		_____	_____
		_____	_____
Project		_____	_____
Evaluator	_____		
Signature	_____	Date	_____
Telephone	_____	Fax	_____
E-Mail	_____		

Description of Project. Please write 2-3 sentences about the scope of work the vendor completed on your behalf. Please note if this was a multi-phased project.

Contract Details

Period of Time Covered	_____	to	_____
% of Contract Complete	_____		
Contract Type (circle one)	Fixed Price	Lump Sum	Other
Approximate Contract Value		_____	
Approximate Number of Workstations Inventoried		_____	
Approximate Number of Workstations Reconfigured		_____	
Approximate Square Feet of Office Space		_____	

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QUESTIONNAIRE

Quality

- Did the vendor provide adequate, knowledgeable, and skilled staff?
 Yes Usually Sometimes Rarely No
- Did the vendor adhere to minimum security requirements (i.e., prior identification of staff)?
 Yes Usually Sometimes Rarely No N/A
- Were concerns addressed promptly by the staff and resolved?
 Yes Usually Sometimes Rarely No

Comments: _____

Customer Service

- Did the vendor understand your mission and priorities?
 Yes No
- Was the vendor's staff adaptable to variations in the plan?
 Yes Usually Sometimes Rarely No N/A
- Did the vendor offer suggestions on improving the schedule and plan?
 Yes Usually Sometimes Rarely No
- Did the firm submit reasonably priced change proposals?
 Yes No
- How satisfied were you with the work of the vendor?
 Very Satisfied Somewhat Satisfied Not Satisfied

Comments: _____

Timeliness/Adherence to Schedule

- Did the vendor start and complete the reconfigurations as scheduled?
 Yes Usually Sometimes Rarely without owner's persistence No
- Did the vendor work to complete a particular reconfiguration during the planned shift, even if it took longer than anticipated?
 Yes Usually Sometimes Rarely without owner's persistence No
- Did the vendor's management provide information in a timely manner?
 Yes Usually Sometimes Rarely without owner's persistence No

Comments: _____

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Business Relations

- Was vendor's management accessible when you needed to contact them, even during weeknights or weekends?
 Yes Usually Sometimes Rarely No

- Where the vendor's invoices complete, accurate and timely in submission?
 Yes Usually Sometimes Rarely No

- Did the vendor communicate well with you and your firm's technical advisors?
 Yes Usually Sometimes Rarely No

- Would you hire this vendor again?
 Yes Possibly No

Comments: _____
