

PAST PERFORMANCE QUESTIONNAIRE
FOR U.S. PATENT AND TRADEMARK OFFICE
SOLICITATION NO. DOC52PAPT0701019 FOR
PUBLIC PHOTOCOPIERS AND READER-PRINTERS

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|---|-----------|------------------|
| Q1. Contract Number/Title: | | |
| Q2. What type of product(s)/services were provided under the contract? | | |
| Q3. Contract Type (i.e., FFP, IDIQ, Time and Materials, Requirements, BPA, etc.): | | |
| Q4. Was the contractor the Prime or Subcontractor? | | |
| Q5. Period of Performance (contract start date and end date, Including all options): | | |
| Q6. Contract Value (Including base year and all options) (If BPA, please indicate the total \$ value of products provided by the contractor): | | |
| Q7. What size is the environment supported by the contractor? (# of buildings, # of people): | | |
| <p>RATINGS: Please circle in the "Rating" column below, the number that corresponds to the performance rating for each question. Also please provide comments and/or summarize the contractor's performance in the "Comments" box for each question.</p> <p>RATING SCALE:</p> <p style="text-align: center;">0 = Unsatisfactory 1 = Average 2 = Above Average 3 = Excellent</p> | | |
| | | RATING |
| Q8. How would you rate the business relationship with the contractor? (Was contractor responsive to customer needs and requirement? Committed to customer satisfaction? Did they interface well with the customer?) | Comments: | 0 1 2 3 |
| Q9. How would you rate the contractor's delivery order management? (Did the contractor meet interim milestones? Were they reliable? Were they responsive to technical direction? Did they meet all delivery schedules on time?) | Comments: | 0 1 2 3 |
| Q10. How would you rate the contractor's work with project/contracting officers? (Did they provide prompt notification of problems? Recommend solutions? Were they reasonable, cooperative, flexible, and proactive? Were they responsive to contract requirements?) | Comments: | 0 1 2 3 |

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| <p>Q11. How would you rate the contractor's commitment to customer satisfaction? (How well did the contractor respond in order to provide required products/services?)</p> | <p>Comments:</p> | <p>0 1 2 3</p> |
| <p>Q12. How would you rate the contractor's key personnel? (How long did key personnel stay on contract? Was there a high employee turnover rate? Did they effectively manage the contract?)</p> | <p>Comments:</p> | <p>0 1 2 3</p> |
| <p>Q13. How would you rate the effectiveness of the contractor's warranty plan? (Was a warranty program in place that satisfied customer's needs? Was a Dead-on-Arrival (DOA) policy offered and upheld? Was a lemon policy offered and upheld? Was a Returned Materials Authorization (RMA) process in place that was efficient and easy to use?)</p> | <p>Comments:</p> | <p>0 1 2 3</p> |
| <p>Q14. How would you rate the contractor's technical expertise? (Did the contractor provide an ordering website and was it user-friendly? Did the contractor do a good job of integrating products into the customer's environment (technology infusion/upgrades)? Did they have a sound knowledge of market and technology developments?)</p> | <p>Comments:</p> | <p>0 1 2 3</p> |
| <p>Q15. How would you rate the contractor's reporting process? (Were all required reports submitted in a timely fashion? Did the reports contain accurate information?)</p> | <p>Comments:</p> | <p>0 1 2 3</p> |
| <p>Q16. Overall, how would you rate the contractor's quality of products/services? (i.e., compliance with contract requirements – mgmt responsiveness – timeliness of delivery – business relationship – quality and timeliness of warranty service)</p> | <p>Comments:</p> | <p>0 1 2 3</p> |
| <p>Q17. Based on your experience with this contractor, do you think they can be relied upon to deliver quality products/services by a specific delivery date?</p> | <p>a. Yes b. No</p> | |

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| Q18. How cooperative was the contractor when contractual/technical problems were encountered during the performance of the contract? | a. Highly cooperative b. Moderately cooperative c. Slightly cooperative d. Slightly uncooperative e. Moderately uncooperative f. Highly uncooperative g. No opinion |
| Q19. How frequently did you have to direct the contractor to re-perform the service because it had been performed unsatisfactorily the first time? | a. None b. Occasionally c. Often d. Always, or almost always |
| Q20. Did the Contractor receive any special awards or recognition for performance on this contract? | a. Yes (If yes, please describe) b. No |
| Q21. Were there any terminations for default or convenience under the contract? | a. Yes b. No |
| Q22. Would you hire this contractor again? | a. Yes b. No |
| Q23. Would you recommend this contractor to others? | a. Yes b. No |

YOUR AGENCY/COMPANY NAME: _____

NAME: _____

TITLE: _____

PHONE: _____

EMAIL: _____

DATE: _____

Please submit your completed survey via email or facsimile to the attention of Teresa Kelley by Thursday, 12 July 2007 to:

Via email to: teresa.kelley@uspto.gov

Via Rightfax to: 571-273-3262