

DEFENSE COMMISSARY AGENCY
Past Performance Survey
HDEC05-18-Q-0009
Integrated Pest Management Services

SURVEY MUST BE RETURNED BY: Solicitation Closing Date
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Date: _____

Company's Name (being surveyed): _____

Approximate value of contract that you had with surveyed company _____

Your company name: _____

Your Name: _____ Phone No. _____

Type of services you received from surveyed company _____

Please rate each question below on a scale of 1 (lowest) to 5 (highest).
It is very helpful if you also include comments following the score.

1. How would you rate the company's timeliness to complete work? (*Do they seem efficient? Do they take a reasonable amount of time, or too long, to complete the work?*)

1 2 3 4 5

Comments:

2. Did you often have to call the company because they missed a scheduled service?

1(Always) 2(Often) 3(Sometimes) 4(Rarely) 5(Never)

Comments:

3. Does the company normally arrive within a reasonable time frame or when you expect them to perform the service? (*Do they respond within the time frames of their contract/agreement?*)

1(Never) 2(Rarely) 3(Sometimes) 4(Often) 5(Always)

Comments:

4. Are services completed in what you consider a quality manner? (Rodent and/or other pests noticeably reduced and eliminated)

1 2 3 4 5

Comments:

5. How often do you have to call the company back to repeat services, or still have rodent issues even after the scheduled service is complete?

1(Always) 2(Often) 3(Sometimes) 4(Rarely) 5(Never)

Comments:

6. Does the company have a proactive attitude and practice towards business relations: Overall, how would you rate your experience with this company?

1 2 3 4 5

Comments:

7. How would you rate the company's invoicing/billing system? Is the company responsive to problems with service? (*Are invoices easy to understand, complete and correct? Do you have to make corrections for labor hours? Are the service technicians having someone sign the service tickets and leaving copies?*)

1 2 3 4 5

Comments:

8. Would you hire them again for similar work?

1	2	3	4	5
Definitely	Doubtful	Maybe	Probably	Definitely
Not			Yes	Yes

Thank you very much for helping us by filling out this survey!

Questions?

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FORT WORTH COMMISSARY