

**ATTACHMENT J-6**  
**CUSTOMER SURVEY**

George C. Marshall Space Flight Center  
Marshall Space Flight Center, AL

Acquisition and Business Support Services (ABSS)

**ATTACHMENT J-7**

**CUSTOMER SURVEY  
ACQUISITION AND BUSINESS SUPPORT SERVICES (ABSS)**

Org Code:	Name:	Date:	Due Date:
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It is the Contractor's goal to provide service excellence in accomplishing their mission on the Acquisition and Business Support Contract (ABSS). As such, we have developed this survey/evaluation to serve two primary purposes. First, it will serve as a working tool to provide valuable feedback to the Contractor's program management on their performance, and second, to serve as a means for the NASA Contacting Officer's Representative (COR) and the Contracting Officer (CO) to evaluate their performance.

In completing this survey it is important to understand that the ABSS Contract is a service contract and is not an individual personal service contract. Therefore, your evaluation must be based on the Contractor's service as a whole and not representative of the Contractor's individual employee performance. However, should you have an individual you would like to recognize or areas of development which would further facilitate the accomplishment of your mission, please add these points in the comment section of this survey.

This survey will be used to help assess the prime contractor performance, however, if a subcontractor/teammates actions have influenced the prime contractors' performance in a positive or negative light, please record the information in the comments area. When performance has changed from one period to another, the change needs to be addressed in the comments area.

Please e-mail your completed survey, including comments, on or before the due date set forth above to the Contracting Officer Representative (COR).

**NON-RESPONSE:** Should you fail to respond or choose not to respond by the "Response Due By" above, a score for the support provided to your organization will not be included in the overall calculation.

NOTE: You are encouraged to provide comments in the section provided below. Comments are necessary to provide the COR/CO meaningful information for use in assessing the survey results, and in discussions with the Contractor. These comments will be used to enhance the level of service and make any necessary adjustments.

The following table provides definitions and ranges of performance to be used in your ratings. The COR and CO will use the same adjectival ratings and ranges of performance in determining the final overall rating.

Adjectival Rating	Range of Performance	Narrative Description of Performance
Excellent	4.00 – 5.00	Exceptional performance; fully responsive to requirements, timely and effective; any deficiencies had no adverse effect on overall performance.
Very Good	3.00 – 3.99	Very effective performance; fully responsive to requirements; timely and effective; only minor deficiencies with little adverse effect on overall performance.
Satisfactory	2.00 – 2.99	Effective performance; fully responsive to requirements; reportable deficiencies, but with minimal identifiable effect on overall performance.
Marginal	1.00 – 1.99	Met or slightly exceeded minimum acceptable standards; adequate results; reportable deficiencies with identifiable, but not substantial, effect on overall performance.
Poor/Unsatisfactory	0.00 - 0.99	Did not meet minimum acceptable requirements; inadequate results; reportable deficiencies with substantial effect on overall performance.

To complete the survey, first select an adjectival rating from the pull down menu beside the Evaluation Criteria/Area of Emphasis column. Next, in the right-most column of the form, input a number that is between the lower and upper limits for the adjectival range.

<u>Evaluation Criteria /Areas of Emphasis</u>	<u>Rating</u>	<u>Score</u>
<b>Program Management</b>		
The Contractor’s Program Management and Working Level Management are readily accessible, responsive with a reasonable period of time and are receptive to my needs.		
The Contractor’s management demonstrates the ability to develop and implement management functions to ensure all contracted activities were accomplished in accordance with contract terms and conditions.		
The Contractor’s management demonstrates the ability to recruit and retain highly skilled personnel, including cross-training and ability to fill vacancies and new positions within 30 calendar days from the date of authorization.		
Overall, the Contractor provides employees who are properly trained, certified and qualified to perform the tasks in the PWS.		
The Contractor’s management demonstrates a consistent commitment to customer satisfaction, responsiveness and continuous improvement		
The Contractor is flexible and helpful when responding to changes i.e. changes in organization, reassignments		
The Contractor keeps me informed as to problems and concerns effecting the organization or service provided		
Overall, the Contractor provides qualified employees knowledgeable in the task performed considering the grade level of employees.		

<u>Evaluation Criteria /Areas of Emphasis</u>	<u>Rating</u>	<u>Score</u>
<b>Employee Services</b>		
The Contractor and its employees contribute to the overall accomplishment of the department mission.		
The Contractor’s employees exhibit professionalism, courtesy, concern, ethics and integrity.		
The Contractor’s employees demonstrate a consistent commitment to customer satisfaction, responsiveness and continuous improvement.		
Overall, the Contractor is meeting our most critical needs.		
The Contractor’s personnel demonstrate a commitment and understanding of MSFC Safety Policies.		
The Contractor personnel provides accurate content, quality, and timeliness of technical, management, and financial reports and deliverables.		
The Contractor personnel has the ability to identify and correct performance deficiencies in a timely manner.		
The Contractor personnel has the ability to effectively plan efforts, provide realistic cost and schedule estimates, etc.		

**Employee Services  
Average**

**Overall Adjectival Rating**

**Overall Average**

COMMENTS OR SUGGESTIONS: