

**DUE
August 15,
2017 at 2pm**

Bus Stop Pad Replacement

IFB Number: 2018-302

**NAIPTA
3773 N. Kaspar Drive
Flagstaff, AZ 86004
928-679-8908
purchasing@naipta.az.gov**

Past Performance Survey

Past Performance Survey of:

(Name of Company Being Surveyed)

Northern Arizona Intergovernmental Public Transportation Authority, NAIPTA, collects past performance information to assist in procuring/awarding projects based on value. We would greatly appreciate it if you would take a few moments to complete this survey.

The first half of the survey contains open ended questions that help us to better understand your working relationship with the individual or firm. The second section of the survey asks for you to rate the individual or firm in several areas based on your past experience.

Client Name: _____ Date Completed: _____

Project Name: _____

Section 1: Working Relationship Questions

Please describe your relationship with the firm or individual (types of projects etc.):
(Please feel free to add a document or attachment if there is not enough space below.)

What did you like best about this company or individual? (Please feel free to add a document or attachment if there is not enough space below.)

Did you experience any problems with this company or individual? If so, please describe the situation. Was the problem resolved to your satisfaction? (Please feel free to add a document or attachment if there is not enough space below.)

Section 2: Rating Criteria:

Please rate each of the criteria on a scale of 1 to 10, with 10 representing that you were very satisfied (and would hire the company I individual again) and 1 representing that you were very unsatisfied (and would never hire the company I individual again). Please rate each of the criteria to the best of your knowledge. If you do not have sufficient knowledge of past performance in a particular area, please leave it blank.

NO	CRITERIA	UNIT	RATING
1	How satisfied were you with how this vendor met your expectations for cost of services rendered?	(1-10)	
2	How satisfied were you with the vendor's ability to effectively communicate with you during the planning stage of the project?	(1-10)	
3	What is your overall rating of the training materials used by the individual / vendor?	(1-10)	
4	How satisfied were you with the vendor's ability to meet your overall expectations?	(1-10)	
5	Rate your likeliness to contract with this firm/individual again.	(1-10)	

If we can contact you with follow up questions, please provide your phone number and email information.

Email: _____ Telephone: _____

Printed Name and Title of Evaluator _____ Signature _____

Address of Agency _____

Thank you for your time and effort in assisting the NAIPTA in this important endeavor.

Please return the completed survey to: purchasing@naipta.az.gov