



Department of the Army

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AK



To: Sherryl SchmahL From: F. Walter
Fax: 206 764 6817 Phone: 907 873-3803

Phone: _____ Date: 15 Feb

Re: _____ Pages: 3

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FROM : SLOAN FENCING & CONSTRUCTION

FAX NO. : 208-344-8399

Feb. 02 2005 05:05PM P2

W912DW-05-R-0014
 Installation Boundary Fencing,
 Ft Wainwright AK

**CUSTOMER SATISFACTION SURVEY (PAGE 1 OF 2) -
 W912DW-05-R-0014, Installation Boundary Fencing, Ft. Wainwright, AK**

SECTION 1 -- TO BE COMPLETED BY OFFEROR AND PROVIDED TO REFERENCE

Name of Firm Being Evaluated: SLOAN FENCING & CONSTRUCTION
 Project Title & Location: ROBUST SECURITY FENCING - FT GREELY AK
 Project Dollar Value: \$ 1.5 MILLION
 Year Completed: 2005 Project Manager: CHRIS JOHNSON

**SECTION 2 -- TO BE COMPLETED BY THE CUSTOMER REFERENCE AND MAILED,
 EMAILED, FAXED OR HAND-DELIVERED DIRECTLY TO:**

U.S. Army Corps of Engineers, Seattle District
 Attn: CENWS-CT-CB-CU Attn: Sherrye Schmahl
 P.O. Box 3755
 Seattle, WA 98124-3755

FAX: (206) 764-6817
 Street Address:
 4735 E. Marginal Way S.
 Seattle WA 98134-2329

Forms submitted by other than the customer (i.e., by the offeror), may not be considered.

OVERVIEW: The firm shown above has selected you as a customer reference to provide information on the firm's past performance. Your input is important to this firm and responses are required no later than the time and date proposals are due for inclusion in our evaluation

Name of Individual completing survey: FREDRICK L WALTER
 Firm Name: USACE GBI RD FT GREELY Phone Number: 907 873-3803
 Relationship to this Project: CHIEF OF QA

The chart below depicts ratings to be used to evaluate this contractor's performance.

	AA	S	M	U
Outstanding	Above Average	Satisfactory	Marginal	Unsatisfactory
Performance met all contract requirements and exceeded expectations. Problems, if any, were negligible, and were resolved in a timely and highly effective manner.	Performance met all contract requirements and exceeded some. There were a few minor problems which the contractor resolved in a timely, effective manner.	Performance met contract requirements. There were some minor problems, and corrective actions taken by the contractor were satisfactory.	Performance did not meet some contractual requirements. There were problems, some of a serious nature, for which corrective action was only marginally effective.	Performance did not meet contractual requirements. There were serious problems, and the contractor's corrective actions were ineffective.

FROM : SLOAN FENCING & CONSTRUCTION

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CUSTOMER SATISFACTION SURVEY (PAGE 2 OF 2)
W912DW-04-R-0014, Installation Boundary Fencing, Ft. Wainwright, AK

In the following blocks, please indicate your overall level of satisfaction with the work performed by the firm shown in Section 1. Reference the chart outlined on page 1 of this survey. For any marginal or unsatisfactory rating, please provide explanatory narratives in the remarks block. These narratives need not be lengthy; just detailed. If a question is not applicable, circle N/A. If more space is needed, then go to the end of the questionnaire or attach additional pages. Be sure to identify your continued narration with the respect line number, your name and project name.

	Quality of Work	Circle the appropriate rating using the chart on page 1
A	Quality of Service	<input checked="" type="radio"/> AA S M U N/A
B	Quality Control	<input checked="" type="radio"/> AA S M U N/A
C	Adequacy of Submittals/Reporting	<input type="radio"/> <input checked="" type="radio"/> AA S M U N/A
D	Identification/correction of deficient work in a timely manner	<input type="radio"/> <input checked="" type="radio"/> AA S M U N/A
E	Displayed flexibility in responding to your needs	<input checked="" type="radio"/> AA S M U N/A
F	Organizational structure/functional relationships of the team including subcontractors	<input type="radio"/> <input checked="" type="radio"/> AA S M U N/A
G	Response time to your requirements	<input type="radio"/> <input checked="" type="radio"/> AA S M U N/A
H	Extent of participation of small business concerns as subcontractors under this contract	<input type="radio"/> AA S M U <input checked="" type="radio"/> N/A
I	Overall rating for this project	<input checked="" type="radio"/> AA S M U N/A
J	How well did the contractor & subcontractors adhere to schedule?	<input checked="" type="radio"/> AA S M U N/A
K	Would you select this contractor again for future projects?	<input checked="" type="radio"/> Yes or No (circle one)

REMARKS: (Discuss strengths and weaknesses of the firm)

CONTRACTOR WAS SUB TO FLUOR ALASKA INC, (FAL) AND
 ITEM) CD G & H WERE EFFECTED BY FAL. CONTRACTOR
 IS VERY CAPABLE.

Thank you for completing this form. Your assistance in providing this information is appreciated.

H Z Walter 2/14/05