

## **NETCENTS-2 NetOps & Infrastructure (Small Business) Customer Satisfaction Survey**

### **Instructions:**

Your feedback is crucial to our efforts to provide you with the best possible services. Please take a few minutes out of your busy day and complete the customer survey below. MS Word format is also acceptable. Send it to the NETCENTS-2 NetOps & Infrastructure (Small Business) Organizational Mailbox at [ESC.HIJL.NetOps@us.af.mil](mailto:ESC.HIJL.NetOps@us.af.mil).

Please ensure "NETCENTS-2 NetOps & Infrastructure (Small Business) Customer Survey" is noted in the subject line to ensure review and appropriate distribution. If you require immediate assistance, the Customer Service Team can be reached at DSN 596-5070 option 1. The NETCENTS-2 NetOps & Infrastructure (Small Business) Program Manager can be reached at DSN 596-5140 or by email at [johnnie.mize@us.af.mil](mailto:johnnie.mize@us.af.mil). The NETCENTS-2 NetOps & Infrastructure (Small Business) Procurement Contracting Officer (PCO) can be reached at DSN 596-2145 or by email at [alecia.campbell@us.af.mil](mailto:alecia.campbell@us.af.mil).

The Contractor's performance must be monitored by the Government at both the Task Order and the ID/IQ Contract level. It is then reported in the Contractor Performance Assessment Report (CPAR). You and your organization are in the best position to judge the Contractor's performance at the Task Order level. The Contractor's performance will be assessed for compliance with Requirements, Performance Parameters, Deliverables, applicable Policy and Regulation, and Customer Support performance metrics. The Contractor's performance at the ID/IQ Contract level will be assessed quarterly by a process that measures success towards achieving performance objectives. This survey will provide key information that will be used in the assessment of the Contractor each quarter.

## **NETCENTS-2 NetOps & Infrastructure (Small Business) Customer Satisfaction Survey**

**Requesting Organization:**

**Point of Contact Name:**

**POC Email and Phone Number:**

**Delivery Order Number:**

**Please answer the following questions:**

### **Requirements**

Were your requirements as stated in the delivery order met satisfactorily or exceeded by the Contractor? As applicable, please address 1) Technical/Quality of Service, 2) Schedule/Timeliness, 3) Cost Control, and 4) Management or Business Relations. If not met satisfactorily, please explain and identify problem areas where requirements were not met. If exceeded, please explain and identify areas where requirements were exceeded to the Government's benefit.

**Performance Parameters**

Were the performance parameters specified in the delivery order met satisfactorily or exceeded by the Contractor? If not met satisfactorily, please explain and identify problem areas where performance parameters were not met. If exceeded, please explain and identify areas where performance parameters were exceeded to the Government's benefit.

**Deliverables**

Were all required deliverables submitted on time or early, and did they contain quality content? If not, please explain and identify problem areas where deliverables were late or did not contain quality content.

**Compliance with Policy & Regulation**

Were the solutions to the requirements of the deliver order in compliance with applicable policy and regulation? If not, please explain and identify problem areas which were not in compliance with policy and regulation.

**Customer Support**

Did the Contractor meet or exceed the level of customer support specified in the delivery order? If not met satisfactorily, please explain and provide details, e.g., number of hours/days service not provided. If exceeded to the Government's benefit, please explain and provide examples of exceptional or outstanding customer support.

**Additional Information**

Please provide any additional thoughts or information on how our Program Office or the Contractor could improve performance.