

Attachment J-3

EVALUATION SURVEY OF CONTRACTOR'S PAST PERFORMANCE Form

You have been reported as having recent experience with Contractor named below. The Department of Transportation is preparing to award multiple contracts for type of services provided by this Contractor. To help us evaluate this Contractor's past performance, would you please fill out this short survey and identify yourself at the bottom of the form.

Please return this form to:

U.S. Department of Transportation, TASC, Acquisition Services, 400 7th Street, SW, Room 5106, Washington, DC 20590. Attention: Mark Welch, VANITS CO. Questionnaire surveys must be received by 4:00 PM, April 10, 2000.

Thank you in advance for your time and assistance.

Name of Contractor: Ricciardi Technologies, Inc (RTI)

Name of Customer: U.S. Army, U.S. Air Force, U.S. Marine Corps., and U.S. Navy

Contract No.: DAAM01-97-C-0004, DAAD13-00-F-0002, and DAAD13-00-F-0004

Rating Instructions: In the column on the far right circle the number which corresponds to the performance rating for each category in the box on the far left. Various factors to be considered in evaluating each category are shown as bullets in the middle column. Circle the score that best reflects all the factors considered, using a scale of 1 to 5, where 5 is highest in satisfaction (use N/A for not observed or inapplicable to your contract.) While not necessary, you may want to underline the factors in the middle column that are the basis for the rating.

QUALITY OF SERVICES/ PERFORMANCE: (the extent you were satisfied with the quality of services and deliverables)	Staff were knowledgeable and trained appropriately Providing reliable Professionalism of key personnel Understanding of technical issues technical expertise Meeting specific performance levels Handling anomalies in work activities Interpreting needs/requirements Accuracy in diagnosing problems Supporting new requirements	N/A 1 2 3 4 5
USER SATISFACTION	Contractor's processes to monitor and ensure customer satisfaction Courtesy in dealing with users, problems and issues Effectiveness of solutions provided to your needs Responsiveness to problems associated with Contractor's behavior, activities or attitude Any awards to Contractor for quality of work, determinations for default or convenience (please cite specifics in the Additional Comments space provided) Pro-actively addressing needs	N/A 1 2 3 4 5
BUSINESS/ CONTRACT MANAGEMENT	Compliance with contract requirements Timely administration /billing and submission of accurate reports Effectiveness of corporate management/contract administration activities Prompt notification of problems; close, professional working relationships to solve issues Project management and resource allocation; cost containment Cost of the contract versus the value and timeliness of services and products received Maintaining qualified staff	N/A 1 2 3 4 5

All factors in this middle column deserve to be underlined.

Overall, on a scale of 1 - 5, how satisfied were you with this service Contractor? 5
Please provide us with an idea of the size and scope of the contract above:
Was a sub; Is
Is/Was Contractor the prime or sub: now a prime **What % of the work did they perform:** 100% of software work
Type of contract work performed: Software development, documentation, and testing.
Total dollar award amount - \$ 3.7 million
Period of contract performance - Begin: 2QFY98 **End:** 4QFY01
Number of Contractor employees - 12

Your Name Adrienne H. Choi 4/4/00
Adrienne Choi

Your Function COR/Systems Engineer (Contracting Officer, program manager, etc.)

Your Organization PM-Joint Biological Point Detection System (JBPDS)

Business Address PM-JBPDS, ATTN: SFAE-BD/A. Choi, Bldg E4470, APG, MD 21010-5424

Business Telephone # (410) 436-6516 / DSN 584-6516

Additional Comments (if any):
JBPDS is a biological agent detector for use by all 4 U.S. military services.
It is a highly software-intensive system and RTI has been the software developer since the start of JBPDS development phase. RTI has provided outstanding service and continues to do so today. They have always met our requirements, while being on cost and ahead of schedule. RTI's high level of expertise, commitment to meeting Government requirements, and emphasis on customer satisfaction are making the success of JBPDS possible. All of the users are extremely happy with RTI and we will be presenting an award for outstanding performance to RTI on 7 April 2000.