

2006 NASA Vendor Satisfaction Survey

The OMB Control Number for this survey is 2700-0101. Participation is entirely voluntary.

This survey will be used by the NASA Assistant Administrator for Procurement to assist in evaluating the degree to which the NASA field center procurement offices are providing good customer service outside the Agency. This will enable the offices to develop improvements in an efficient and effective manner. It is estimated that it will take about 15 minutes to complete the survey.

This survey concerns direct interaction with NASA; please do not base your answers on interactions between a prime contractor and subcontractor. Thank you for participating.

Responses to the survey are confidential. We do not track where the responses come from. While space is provided for comments, we cannot respond to individual comments, even if you choose to identify yourself in your comment. In compliance with 5 CFR1320.8, respondents are advised that an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

You may submit surveys for different NASA Centers by returning to this website and making a different selection for question 1 below.

1. Which Center's procurements are you rating?

- ☐ Ames ☐ Dryden ☐ Glenn ☐ Goddard ☐ Kennedy ☐ Langley ☐ Johnson
☐ Marshall ☐ Stennis

2. What type of procurement instrument do you usually receive?

- ☐ Contract ☐ Grant ☐ Cooperative Agreement ☐ Purchase Order ☐ Other

3. What type of organization are you? (For large vs small, choose the type that fits the predominance of your dealings with NASA, per SBA definitions.)

- ☐ Educational/nonprofit ☐ Large Business ☐ Small Business

4. What category of acquisition do you usually furnish?

- ☐ Research and development ☐ Commercial Supplies ☒ Non-commercial Supplies
☐ Commercial Services ☐ Non-commercial Services ☐ Construction

5. Are our synopses of procurements clear and understandable?

☐ Always ☐ Usually ☐ Sometimes ☐ Rarely ☐ Never

6. Do we allow sufficient time for responding to solicitations?

☐ Always ☐ Usually ☐ Sometimes ☐ Rarely ☐ Never

7. Do we provide clear responses to questions concerning synopses and solicitations?

☐ Always ☐ Usually ☐ Sometimes ☐ Rarely ☐ Never

8. Do we provide timely responses to questions concerning synopses and solicitations?

☐ Always ☐ Usually ☐ Sometimes ☐ Rarely ☐ Never

9. Do we give a fair consideration of offers, in accordance with stated evaluation criteria?

☐ Always ☐ Usually ☐ Sometimes ☐ Rarely ☐ Never

10. Do we provide reasonable resolutions of protests (regardless of whether you were a protesting party)?

☐ Always ☐ Usually ☐ Sometimes ☐ Rarely ☐ Never ☐ No opinion

11. What is the quality of our debriefings?

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ No opinion

12. Have you been awarded a NASA procurement, rather than only submitting a proposal? If your answer is No, please skip to question 20.

☐ Yes ☐ No

13. Are our contract/grant/cooperative agreement terms and conditions reasonable (other than statutory requirements)?

☐ Always ☐ Usually ☐ Sometimes ☐ Rarely ☐ Never

14. How do you rate our level of concern for safety issues in the requirements and in contract administration?

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ No opinion

15. What level of knowledge and expertise do our procurement personnel exhibit?

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ No opinion

16. Is there satisfactory coordination among NASA technical offices, the contracting/grant officer, the audit office, and the contract administration office?

☐ Always ☐ Usually ☐ Sometimes ☐ Rarely ☐ Never

17. Does the Contracting Officer provide appropriate assistance in resolving issues concerning technical and administrative requirements?

☐ Always ☐ Usually ☐ Sometimes ☐ Rarely ☐ Never

18. Do NASA procurement personnel indicate reasonable willingness to be flexible and innovative in contract administration?

☐ Always ☐ Usually ☐ Sometimes ☐ Rarely ☐ Never

19. Does the Contracting Officer provide full and clear explanations for denying any requests?

☐ Always ☐ Usually ☐ Sometimes ☐ Rarely ☐ Never

20. What is the attitude (responsiveness, friendliness, etc.) of NASA procurement personnel?

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ No opinion

21. Do NASA procurement personnel provide satisfactory communications?

☐ Always ☐ Usually ☐ Sometimes ☐ Rarely ☐ Never

22. Is there a significant difference in the quality of procurement personnel handling small (under \$100K) versus large procurements?

- ☐ No ☐ Yes, better with small procurements ☐ Yes, better with large procurements
☐ Don't know/Only deal with one size

23. Is the majority of your business with

- ☐ NASA ☐ Other Federal agencies ☐ Non-Federal entities

24. How does NASA compare with other Federal agencies, considering ease of doing business, fairness of treatment, responsiveness, et cetera?

- ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ No opinion

25. How does NASA compare with non-Federal entities?

- ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ No opinion

26. If your work under NASA contracts has been evaluated under NASA's Past Performance Assessment Program, do you believe the process used for evaluating your performance (including the process for NASA's reconsideration of evaluations) is fair?

- ☐ Yes ☐ No

27. Have you found NASA's practices regarding the consideration of past performance in its source selections to be reasonable?

- ☐ Yes ☐ No

28. How could the process in 26 and the practice in 27 above be improved?

29. What is your position within your firm:

- ☐ Upper business mgmt. ☐ Lower business mgmt. ☐ Production ☐ Research ☐
Admin. ☐ Sales/marketing

30. Comments

Submit Survey