

Acquisition Balanced Scorecard Survey: Vendors

[OPDIV] is conducting this survey to gauge the performance of its acquisition function and to make improvements, as necessary. We need your input to help strengthen our partnerships with the vendor/supplier community.

This survey is being sent to all [OPDIV] vendors/suppliers. Please answer this survey based on your experience with the Contracting and Program Offices of the [OPDIV] during the past 12 months. If you have done business with several contracting and program offices during that time, please answer based on your experiences with the offices with which you interact most frequently. If you wish, you may use the Comments section to further elaborate on any answer.

Your response will have no impact on eligibility for or receipt of future contracts or funding.

If you have questions about the survey or need technical assistance, please contact [Name] on [Telephone] or [e-mail].

Your cooperation is appreciated.



According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0990-0220. The time required to complete this information collection is estimated to average 12 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave., S.W., Suite 336-E, Washington D.C. 20201, Attention: PRA Reports Clearance Officer

OVERALL

Q-1 To what extent are you satisfied or dissatisfied with the overall performance of the **Contracting Office?**

Select **one** answer.

- 1 Very Satisfied
- 2 Satisfied
- 3 Somewhat Satisfied, Somewhat Dissatisfied
- 4 Dissatisfied
- 5 Very Dissatisfied

Q-2 To what extent are you satisfied or dissatisfied with the overall performance of the **Program Office?**

Select **one** answer.

- 1 Very Satisfied
- 2 Satisfied
- 3 Somewhat Satisfied, Somewhat Dissatisfied
- 4 Dissatisfied
- 5 Very Dissatisfied

Q-3 To what extent are you satisfied or dissatisfied with how well the different roles and responsibilities of the contracting officer and the project officer are explained to you?

Select **one** answer.

- 1 Very Satisfied
- 2 Satisfied
- 3 Somewhat Satisfied, Somewhat Dissatisfied
- 4 Dissatisfied
- 5 Very Dissatisfied
- 6 Have never been explained

COMMUNICATION

Q-4 To what extent do you agree or disagree with the following statements about communication processes and procedures at the **Contracting Office**?

Select **one** answer for each aspect of communication.

Communication	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Don't Know/Not Applicable
Communicates well with me	1	2	3	4	5	6
Provides me with adequate opportunity to share my ideas and concerns about acquisition processes	1	2	3	4	5	6
Continually improves acquisition processes to address the needs and concerns of vendors	1	2	3	4	5	6
Provides the information I need to make informed decisions	1	2	3	4	5	6

Q-5 To what extent do you agree or disagree with the following statements about communication processes and procedures at the **Program Office**?

Select **one** answer for each aspect of communication.

Communication	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Don't Know/Not Applicable
Communicates well with me	1	2	3	4	5	6
Provides the information I need to make informed decisions	1	2	3	4	5	6

SERVICE/PARTNERSHIP

Q-6 To what extent do you agree or disagree that the **Contracting Office** provides service/partnership in the following areas?

Select **one** answer for each service/partnership area.

Service/Partnership	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
Deals with me in a courteous and professional manner	1	2	3	4	5	6
Treats me fairly	1	2	3	4	5	6
Returns my calls and/or e-mails in a timely manner	1	2	3	4	5	6
Works with me to build a professional partnering relationship	1	2	3	4	5	6

Q-7 To what extent do you agree or disagree that the **Program Office** provides service/partnership in the following areas?

Select **one** answer for each service/partnership area.

Service/Partnership	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
Deals with me in a courteous and professional manner	1	2	3	4	5	6
Treats me fairly	1	2	3	4	5	6
Returns my calls and/or e-mails in a timely manner	1	2	3	4	5	6
Works with me to build a professional partnering relationship	1	2	3	4	5	6

POLICIES AND PROCEDURES

Q-8 To what extent do you agree or disagree with the following statements regarding the **Contracting Office's** role in policies and procedures?

Select **one** answer for each policies and procedures statement.

Policies and Procedures	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
Knows about current acquisition policies, procedures, and strategies	1	2	3	4	5	6
Uses appropriate tools (e.g., automation, electronic commerce, internet) to make my job easier	1	2	3	4	5	6
Works closely with me to monitor contract performance	1	2	3	4	5	6
Conducts procurements with high standards of integrity	1	2	3	4	5	6
Answers my contracting questions well, regardless of the staff person involved	1	2	3	4	5	6

Q-9 To what extent do you agree or disagree with the following statements regarding the **Program Office's** role in policies and procedures?

Select **one** answer for each polices and procedures statement.

Policies and Procedures	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
Knows about current acquisition policies, procedures, and strategies	1	2	3	4	5	6
Uses appropriate tools (e.g., automation, electronic commerce, internet) to make my job easier	1	2	3	4	5	6
Works closely with me to monitor contract performance	1	2	3	4	5	6
Answers my technical questions well, regardless of the staff person involved	1	2	3	4	5	6

PRE-AWARD PHASE

Q-10 To what extent do you agree or disagree that the **Contracting Office** performs the following aspects of the pre-award phase well?

Select **one** answer for each aspect of the pre-award phase.

Pre-Award Phase	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
Understands the business aspects of the marketplace in which I operate	1	2	3	4	5	6
Responds promptly to my requests for procurement schedules (e.g., expected award dates, annual contract planning schedule)	1	2	3	4	5	6
Has adequate understanding of my products and services	1	2	3	4	5	6
Works closely with me to resolve pre-award issues	1	2	3	4	5	6
Gives me sufficient time to respond to requests for proposals, cost/price data, etc.	1	2	3	4	5	6
Gives me sufficient opportunity to verify information on my past performance	1	2	3	4	5	6
Asks industry to help clarify government contract requirements (e.g., via draft solicitations), as appropriate	1	2	3	4	5	6

Q-11 To what extent do you agree or disagree that the **Program Office** performs the following aspects of the pre-award phase well?

Select **one** answer for each aspect of the pre-award phase.

Pre-Award Phase	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
Has adequate technical knowledge of my products, services, and capabilities	1	2	3	4	5	6
Develops statements of work that are clear and complete	1	2	3	4	5	6
Develops statements of work that tell me what must be done, not how to do it	1	2	3	4	5	6

AWARD PHASE

Q-12 To what extent do you agree or disagree that the **Contracting Office** performs the following aspects of the award phase well?

Select **one** answer for each aspect of the award phase.

Award Phase	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
Uses appropriate evaluation factors to help select quality vendors	1	2	3	4	5	6
Uses clear and complete contract terms and conditions	1	2	3	4	5	6
Plans effectively for timely award	1	2	3	4	5	6
Evaluates my business proposals without bias	1	2	3	4	5	6
Negotiates in good faith	1	2	3	4	5	6

Q-13 To what extent do you agree or disagree that the **Program Office** performs the following aspects of the award phase well?

Select **one** answer for each aspect of the award phase.

Award Phase	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
Uses appropriate evaluation factors to help select quality vendors	1	2	3	4	5	6
Evaluates my technical proposals without bias	1	2	3	4	5	6

POST-AWARD PHASE

Q-14 To what extent do you agree or disagree that the **Contracting Office** performs the following aspects of the post-award phase well?

Select **one** answer for each aspect of the post-award phase.

Post-Award Phase	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
Discusses contract monitoring strategies with me soon after contract award	1	2	3	4	5	6
Helps me obtain government-furnished data when I need it	1	2	3	4	5	6
Helps me obtain government-furnished equipment when I need it	1	2	3	4	5	6
Seeks to remedy contract administration problems quickly	1	2	3	4	5	6
Helps me resolve payment issues with the Finance Office	1	2	3	4	5	6
Provides helpful debriefings	1	2	3	4	5	6
Administers my contracts effectively	1	2	3	4	5	6

Q-15 To what extent do you agree or disagree that the **Program Office** performs the following aspects of the post-award phase well?

Select **one** answer for each aspect of the post-award phase.

Post-Award Phase	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
Discusses contract monitoring with me soon after contract award	1	2	3	4	5	6
Provides government-furnished data when I need it	1	2	3	4	5	6
Provides government-furnished equipment when I need it	1	2	3	4	5	6
Seeks to remedy contract administration problems quickly	1	2	3	4	5	6
Helps me resolve payment issues with the Finance Office	1	2	3	4	5	6
Provides useful information at debriefings	1	2	3	4	5	6

Q-16 To what extent do you agree or disagree that the **Finance Office** performs the following aspects of the payment process well?

Select **one** answer for each aspect of the payment process.

Payment Process	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
Is responsive to questions	1	2	3	4	5	6
Provides timely payment(s)	1	2	3	4	5	6
Makes correct payment(s)	1	2	3	4	5	6

SMALL BUSINESS

Q-17 For contracting purposes, are you considered a Small Business Contractor or a Large Business Contractor for the majority of HHS contracts that you perform?

Select **one** answer.

- 1 Small Business Contractor (Continue to next question)
- 2 Large Business Contractor (Skip to Q-19 Government Property [optional] or to Q-20)

Q-18 To what extent do you agree or disagree that Small Business personnel perform well in the following areas?

Select **one** answer for each Small Business area.

Small Business	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
Explain how to do business with HHS agencies	1	2	3	4	5	6
Help to resolve small business issues arising under my contracts (e.g., helping me get paid on time)	1	2	3	4	5	6
Let me know about contracting opportunities	1	2	3	4	5	6
Help to resolve pre-solicitation issues	1	2	3	4	5	6
Help to resolve solicitation issues	1	2	3	4	5	6

GOVERNMENT PROPERTY/LOGISTICS [Optional section]

Q-19 To what extent do you agree or disagree that logistics personnel (e.g., Property Administrators, Plant Clearance Officers, and Logistics Management Specialists) perform well in the following areas?

Select **one** answer for each government property/logistics area.

Government Property/ Logistics	Strongly Agree	Agree	Sometimes Agree, Sometimes Disagree	Disagree	Strongly Disagree	Not Applicable
Work in partnership with me to monitor the performance of my logistics support service contracts	1	2	3	4	5	6
Provide appropriate government-furnished property to permit timely and satisfactory contract performance	1	2	3	4	5	6
Help to resolve any logistics issues arising under my contracts	1	2	3	4	5	6
Make web-based logistics knowledge repositories available to me	1	2	3	4	5	6
Support the use, management, accounting, and disposal of major capital assets under my contracts	1	2	3	4	5	6

PRIORITIES FOR IMPROVEMENT

Q-20 If you could make improvements in the acquisition process, which of the following would you select?

Select up to **three (3)** answers.

- 1 Improved Use of Technology
- 2 Improved Communications with Contracting Office
- 3 Improved Communications with Program Office
- 4 Better Trained Contracting Staff
- 5 Better Trained Program Staff
- 6 More Responsive Contracting Staff
- 7 More Responsive Program Staff
- 8 Streamlined Policies and Procedures
- 9 Increased Clarity of Instruction and Guidance
- 10 None
- 11 Other (please specify) _____

BACKGROUND

Q-21 Which of the following best describes your business organization?

Select **one** answer.

- 1 Small Business
- 2 Small Disadvantaged Business
- 3 8(a) Business
- 4 Woman-owned Business
- 5 HUB Zone Business
- 6 Veteran-owned Business
- 7 Nonprofit/Educational Institution
- 8 Large Business
- 9 Other (please specify) _____

Q-22 What is the primary type of product or service that you provide to us?

Select **one** answer.

- 1 Research and Development
- 2 Studies and Evaluation
- 3 Biomedical Supplies or Equipment
- 4 IT/Telecom Equipment or Services
- 5 Management/Consulting Services
- 6 Facilities Management Services
- 7 Construction/Architecture-Engineering Services
- 8 Other Products or Services

For purposes of this survey, simplified acquisition procedures involve the use of, purchase orders, electronic commerce, or federal supply schedules for commercial purchases of less than \$5.5 million. We define all other procurement methods—such as sealed bidding, negotiated competition, and negotiated sole source—as contracts.

Q-23 What is the primary way that our contracting office conducts procurement business with you?

Select **one** answer.

- 1 Simplified Acquisition Procedures
- 2 Contracts

Q-24 How many years has your organization had simplified acquisitions or contracts with our office?

Select **one** answer.

- 1 Less than 1 year
- 2 1 to less than 3 years
- 3 3 to less than 6 years
- 4 6 to less than 9 years
- 5 9 years or more

COMMENTS

We welcome your comments!

Specific Comments

If you answered a question with “Strongly Disagree” or “Very Dissatisfied,” the question appears below with space to provide comments or elaborate on your answer.

General Comments

Please use the space below if you would like to suggest specific changes that would improve the acquisition office or to elaborate on your answers to the previous questions.