

VIPR Vendor Test Survey

1. VIPR Vendor User Survey - Test

The Forest Service is in the process of preparing a survey to gather feedback from VIPR Vendors about customer support services/tools and VIPR system performance. The formal survey must be reviewed and approved by the Office of Management and Budget (OMB) prior to being sent to the public. Part of this approval process is to conduct a "test" survey.

This test survey will help us to ensure the questions are clear, the length of the survey is not overly burdensome, and ensure the survey is easy to use.

You have been randomly selected to participate in this "test" survey. Your participation and feedback are very important for us to ensure this survey will provide the correct information.

FORMAL SURVEY INTRODUCTION:

The Forest Service is seeking your input to identify ways in which we can build on the VIPR Program success. Your feedback will help us identify ways in which we can improve the VIPR system and support the Forest Service provides to the vendors who use the system. The Forest Service takes all feedback seriously. Your input will aid Forest Service in our overall continuous improvement process. This survey is anonymous and takes less than 20-minutes to complete. You have until midnight on Wednesday, July 14 to complete the survey.

For technical difficulties please contact the VIPR Survey Coordinator by sending an e-mail to vipr@fs.fed.us. The survey is by invitation only, please do not forward the email with the survey link.

Thank you in advance for taking the time to participate in this improvement initiative.

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2. Customer Support Services and Tools Questions

There are several customer service and support tools, such as the VIPR Helpdesk, Forest Service Contracting Officer's (CO), the VIPR Website, and VIPR User Guides, that help vendors with using VIPR. These groups are important in ensuring vendors are successful in using VIPR efficiently. The following questions will help the FS measure how well these support tools are delivering services and help us to identify potential areas for improvement.

Using your experience and understanding of the VIPR system today, please address these questions on how well the Forest Service is supporting your customer support needs.

★ **1. How well is the Forest Service doing in providing information to you about the VIPR system, including outages and other system news?**

- Very Well
- Well
- Somewhat
- Not at All
- I Don't Know

★ **2. How adequate is the VIPR Website for obtaining information regarding the VIPR system?**

- More Than Adequate
- Somewhat Adequate
- Less Than Adequate
- Not Adequate at All
- I Don't Know

★ **3. How adequate is the User Documentation (guides) that are available on the VIPR Website for helping you use VIPR?**

- More Than Adequate
- Somewhat Adequate
- Less Than Adequate
- Not Adequate at All
- I Don't Know

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* **4. Is the User Documentation (guides) that are available on the VIPR Website easy to use and understand?**

- Very Easy
- Easy
- Neither Easy or Hard
- Not at All Easy
- Don't Know

* **5. Prior to using VIPR, did you have training and how helpful was that training?**

- More Than Adequate
- Somewhat Adequate
- Less Than Adequate
- Not Adequate at All
- I didn't have any VIPR training

* **6. How informed are you regarding where you can go for help in using VIPR/submitting responses?**

- Very Well Informed
- Well Informed
- Somewhat Informed
- Not Informed
- I Don't Know

* **7. How well has the Help Desk been able to resolve issues that you may have encountered while using VIPR/submitting responses?**

- Very Well
- Well
- Somewhat
- Not Well
- I Don't Know

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3. Customer Support Services and Tools Questions cont.

* 1. When you need help using VIPR, where do you go for assistance and how helpful is that point of contact in resolving your problem quickly and courteously?

| | Always Very Helpful | Usually Helpful | Sometimes Helpful | Not Usually Helpful | Not Applicable |
|--|---------------------|-----------------|-------------------|---------------------|----------------|
| VIPR Help Desk | jn | jn | jn | jn | jn |
| Forest Service CO | jn | jn | jn | jn | jn |
| VIPR Website | jn | jn | jn | jn | jn |
| VIPR User Documentation (guides) | jn | jn | jn | jn | jn |
| Other (PTAC Center, Family, Friends, or Coworkers) | jn | jn | jn | jn | jn |

2. Please provide additional details about the customer service and support functions that are working WELL for you.

3. Please provide additional details about the customer service and support functions that are NOT working well or could use improvement.

4. Are there any customer service and support services you feel should be added that would aid your use of VIPR, please describe.

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4. VIPR System Performance

VIPR has been in use by the Forest Service and we need assistance in identifying potential improvements for the system. Using your experience and understanding of the VIPR system today, address the following questions to help the Forest Service understand where improvements should be focused in the future.

★ **1. How well does the VIPR system functionality enable you to submit electronic responses?**

- Very Well
- Well
- Somewhat
- Not at All
- I Don't Know

★ **2. How easy is it for you to submit electronic responses to VIPR for solicitations and/or modifications?**

- Very Easy
- Easy
- Somewhat Easy
- Not Easy at All
- I Don't Know

★ **3. Reliability is the ability of the system to provide dependable service and accurate products/agreements. How reliable is VIPR based upon this definition?**

- Very Reliable
- Reliable
- Somewhat Reliable
- Not Reliable
- I Don't Know

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4. Responsiveness is the ability of the system to provide prompt service that meets the customers' needs. How responsive is the VIPR system based upon this definition?

- Very Responsive
- Responsive
- Somewhat Responsive
- Not Responsive
- I Don't Know

*** 5. Availability is defined as the system being available for use when needed. How available is VIPR when you need it to submit a response?**

- Always Available
- Usually Available
- Sometimes Available
- Usually Not Available
- I Don't Know

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5. System Performance cont.

1. Please provide additional details about the functionality of the VIPR system that are working well for you and that you like.

2. Please provide additional details about the functionality of the VIPR system that are not working well for you and you think could be improved.

3. Do you have any other suggestions for future functionality or comments about the VIPR system.

4. Do you have any other comments related to VIPR or the preseason procurement process that were not addressed elsewhere in this questionnaire?

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6. VIPR Vendor Survey Burden Questions

The Forest Service estimates it will take on average 20 minutes to complete the first 5 sections of this survey.

Please provide information below regarding your feedback and comments to the survey length and clarity.

* **1. Approximately how many minutes did it take you to complete this survey?**

Number of Minutes:

* **2. Do you have any comments about the length of this survey?**

No comments

Yes comments (provide below):

* **3. Do you have any comments about the clarity of the questions contained in this survey?**

No comments

Yes comments (provide below):

* **4. Do you have any comments about the questions or content of this survey?**

No comments

Yes comments (provide below):