## 1. VIPR Vendor User Survey

FORMAL SURVEY INTRODUCTION:
The FS 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 enhance the support the Forest Service provides to the vendors who use the system. This survey is anonymous and takes less than 20-minutes to complete. Responses must be received before midnight Mountain Time on <day of week> <month> <day> when the survey will be closed.

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, so please do not forward the email with the survey link.

Please remember to provide specific examples and details so we can pinpoint areas for improvement.

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

***

Forest Service managers will use this information to serve the public. Response to this request is voluntary. No action may be taken against you for refusing to supply the information requested. When analysis of the questionnaire is completed, all names and address files will be destroyed. Thus, the permanent data will be anonymous. Please do not put your name or that of any member of your household on the questionnaire. Data collected through surveys may be disclosed to the Department of Justice when relevant to litigation or anticipated litigation, or to appropriate Federal, State, local or foreign agencies responsible for investigating or prosecuting a violation of the law.

BURDEN AND NONDISCRIMINATION STATEMENTS

According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not 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 0596-XXXX. The time required to complete this information collection is estimated to average 20 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

The U.S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and marital or family status. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at 202-720-2600 (voice and TDD).

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider and employer.

## 2. Customer Support Services and Tools Questions

There are several customer service and support tools that help vendors with using VIPR, such as the VIPR Help Desk, FS Contracting Officers (CO), VIPR Web site, and VIPR User Guides. These support tools are important for ensuring vendors are successful in using VIPR efficiently. The following section 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 select the response that best reflects your perception of how well the Forest Service is meeting your customer support needs.

\* **1. The Forest Service adequately provides me information about the VIPR system, including outages and other system news.**

| ◌ Strongly disagree | ◌ Disagree | ◌ Agree | ◌ Strongly Agree | ◌ Not applicable |

\* **2. The VIPR Website and user documentation (guides) available on the VIPR Website are adequate for obtaining information regarding the VIPR system.**

| ◌ Strongly Disagree | ◌ Disagree | ◌ Agree | ◌ Strongly Agree | ◌ Never Use / Not Applicable |

\* **3. The user documentation (guides) available on the VIPR Web site are easy to use and understand.**

| ◌ Strongly Disagree | ◌ Disagree | ◌ Agree | ◌ Strongly Agree | ◌ Never Use / Not Applicable |

\* **4. Training provided prior to using VIPR was helpful.**

| ◌ Strongly Disagree | ◌ Disagree | ◌ Agree | ◌ Strongly Agree | ◌ I didn't have any training prior to using VIPR |

\* **5. I have been informed where to go for help in using VIPR/submitting responses.**

| ◌ Strongly Disagree | ◌ Disagree | ◌ Agree | ◌ Strongly Agree | ◌ I have not been informed where to go for help in using VIPR. |

\* **6. Please rate the Help Desk's ability to resolve issues that you may have encountered while using VIPR/submitting responses.**

| ◌ Extremely Poor | ◌ Below Average | ◌ Average | ◌ Above Average | ◌ Excellent |

## 3. Customer Support Services and Tools Questions cont.

\* **7. When you need help using VIPR, where do you go for assistance and how helpful is that point of contact in resolving your problem?**

|  | Always Very Helpful | Usually Helpful | Neither Helpful nor Not Helpful | Not Usually Helpful | Not Helpful | Not Applicable |
|---|---|---|---|---|---|---|
| VIPR Help Desk | j๓ | j๓ | j๓ | j๓ | j๓ | j๓ |
| Forest Service CO | j๓ | j๓ | j๓ | j๓ | j๓ | j๓ |
| VIPR Website | j๓ | j๓ | j๓ | j๓ | j๓ | j๓ |
| VIPR User Documentation (guides) | j๓ | j๓ | j๓ | j๓ | j๓ | j๓ |
| Other (PTAC Center, Family, Friends, or Coworkers) | j๓ | j๓ | j๓ | j๓ | j๓ | j๓ |

**8. Please provide additional details about any customer service and support functions that are working well for you; those that are not working well for you or could use improvement; and any suggestions you have for customer service and support functions that should be added to VIPR to aid your use of VIPR.**

5
6

## 4. VIPR System Performance

Using your experience and understanding of the VIPR system today, address the following section related to system performance, availability, and reliability to help the Forest Service understand where improvements could be focused in the future.

**\* 9. It is easy to submit electronic responses to VIPR for solicitations and/or modifications.**

   Strongly Disagree      Disagree      Neither Agree nor Disagree      Agree      Strongly Agree

**\* 10. Reliability is the ability of the system to provide dependable service and accurate agreements. Please rate the reliability of VIPR based upon this definition.**

   Extremely Poor      Below Average      Average      Above Average      Excellent

**\* 11. Responsiveness is the ability of the system to provide prompt service that meets the customers' needs. Please rate the responsiveness of VIPR based upon this definition.**

   Excellent      Above Average      Average      Below Average      Extremely Poor

**\* 12. Availability is defined as the user's ability to access the system for use when needed. Please rate the availability of VIPR when you need to submit a response.**

   Excellent      Above Average      Average      Below Average      Extremely Poor

**13. Please provide additional details about the functionality of the VIPR system that are working well for you and that you like; functionality that is not working well for you and think can be improved; and any suggestions/comments you have for future functionality.**

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