

## 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

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