



## SOCIAL SECURITY

Office of Budget, Finance and Management

October 15, 2012

Contractor Contact Name  
XYZ Company  
TBD  
TBD

**Subject:** Contractor Survey

Dear SSA Contractor:

The Social Security Administration, Office of Acquisition and Grants (OAG) regularly assesses the effectiveness of its acquisition operations. An important part of the assessment is OAG's quality and professionalism in dealing with our contractors. We value your ideas and opinions about how well we are meeting the needs of those with whom we do business.

Our records indicate we awarded your firm at least one contract during the period October 1, 2011 through September 30, 2012. Please assess our services during this period by completing the attached survey and returning it in the enclosed envelope. If you have any questions about completing the survey, please contact Bob Wilson, of my staff, at 410-966-6702. When completing the survey, please follow these directions:

- Place an X in the appropriate box.
- Base your responses on experiences with OAG during the above-specified period. Give an overall assessment of OAG's performance if we awarded you several acquisitions during the period.
- Answer both the "Agreement" and "Importance" sections of each statement, unless you check the N/A block. Do not complete these sections if N/A is checked.
- Use the N/A block only if the statement does not apply to you or if you cannot decide if you agree or disagree with the statement.
- Add comments, suggestions, or recommendations in the comments section.
- Do not include your firm's name, as responses are anonymous (we will report only aggregate survey results). The number at the bottom of the survey is for tracking purposes, and we will not use it to associate responses with your firm. We will use it only to follow-up with companies who do not return the survey.

- Complete questions 15-17, as this information is essential for sorting and analyzing survey data.

Thank you for participating in this survey. We look forward to working with you in the future.

Seth Binstock  
Associate Commissioner  
for Acquisition and Grants

# OAG CONTRACTOR SURVEY - FY 2012



CONTRACTOR SURVEY FY 2012

AGREEMENT				N/A	IMPORTANCE		
STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE		VERY IMPORTANT	IMPORTANT	NOT IMPORTANT
4	3	2	1		3	2	1

**COOPERATION AND COMMUNICATION**

- 1 THIS ACQUISITION OFFICE NEGOTIATES FAIRLY WITH MY FIRM.
- 2 MY COMPANY IS TREATED FAIRLY IN THE ACQUISITION PROCESS.
- 3 THIS ACQUISITION OFFICE DEALS WITH MY FIRM IN A COURTEOUS, BUSINESSLIKE MANNER.
- 4 THIS ACQUISITION OFFICE ADEQUATELY COMMUNICATES WITH MY FIRM.
- 5 THIS ACQUISITION OFFICE RESOLVES ISSUES/CONCERNS IN A TIMELY MANNER.
- 6 THIS ORGANIZATION OPERATES WITH INTEGRITY, FAIRNESS, AND OPENNESS.

4	3	2	1		3	2	1
4	3	2	1		3	2	1
4	3	2	1		3	2	1
4	3	2	1		3	2	1
4	3	2	1		3	2	1
4	3	2	1		3	2	1

**QUALITY**

- 7 THIS ACQUISITION OFFICE UNDERSTANDS THE BUSINESS ASPECTS OF THE MARKETPLACE IN WHICH MY FIRM OPERATES.
- 8 THIS ACQUISITION OFFICE APPLIES CURRENT ACQUISITION POLICIES, PROCEDURES, AND STRATEGIES.
- 9 SSA REQUIREMENTS ARE DESCRIBED IN CLEAR AND CONCISE LANGUAGE.
- 10 THIS ACQUISITION OFFICE ANSWERS MY CONTRACTING QUESTIONS IN A SATISFACTORY MANNER.
- 11 THIS ACQUISITION OFFICE ADMINISTERS MY CONTRACTS EFFECTIVELY.

4	3	2	1		3	2	1
4	3	2	1		3	2	1
4	3	2	1		3	2	1
4	3	2	1		3	2	1
4	3	2	1		3	2	1



**CONTRACTOR SURVEY FY 2012**

AGREEMENT					IMPORTANCE		
STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	N/A	VERY IMPORTANT	IMPORTANT	NOT IMPORTANT
4	3	2	1		3	2	1

**OTHER**

12 THIS ACQUISITION OFFICE PROVIDES ADEQUATE AND TIMELY ACQUISITION INFORMATION.

4	3	2	1		3	2	1
---	---	---	---	--	---	---	---

13 WHERE EVALUATIONS OF CONTRACTOR PERFORMANCE ARE PERFORMED UNDER ONGOING CONTRACTS, THIS INFORMATION IS SHARED WITH MY FIRM.

4	3	2	1		3	2	1
---	---	---	---	--	---	---	---

14 ACQUISITION OPERATIONS ARE CONDUCTED IN AN ETHICAL MANNER, FREE FROM CONFLICTS OF INTEREST.

4	3	2	1		3	2	1
---	---	---	---	--	---	---	---

**OVERALL RATING AND BACKGROUND INFORMATION**

15 WHICH RATING WOULD YOU GIVE THIS ACQUISITION OFFICE FOR OVERALL PERFORMANCE? (Check one)

- EXCELLENT  5
- ABOVE AVERAGE  4
- AVERAGE  3
- BELOW AVERAGE  2
- UNSATISFACTORY  1

16 WHICH CATEGORIES BEST DESCRIBE YOUR BUSINESS ORGANIZATION? (Check one or more)

- SMALL BUSINESS  9
- SMALL DISADVANTAGED BUSINESS  8
- 8(a) BUSINESS  7
- WOMEN-OWNED BUSINESS  6
- NIB/NISH WORKSHOP  5
- LARGE BUSINESS  4
- STATE GOVERNMENT  3
- NON-PROFIT  2
- OTHER (Please explain)  1

**OMB Number: 0960-0788**

**Paperwork Reduction Act Statement**

This information collection meets the clearance requirements of 44 U.S.C. § 3507, as amended by Section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 15 minutes to read the instructions, gather the facts, and answer the questions. You may send comments on our estimate of the time needed to complete the form to: SSA, 1338 Annex Building, Baltimore, MD 21235-0001.