

Department of Veterans Affairs Office of Construction and Facilities Management (CFM) Supplier Comment Card

The Paperwork Reduction Act of 1995 requires us to notify you that this information collection is in accordance with the clearance requirements of section 3507 of the Paperwork Reduction Act of 1995. The public reporting burden for this collection of information is estimated to average 2 minutes per response, including the time for reviewing instructions, and completing and reviewing the collection of information. No person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. Customer satisfaction surveys are used to gauge customer perceptions of VA services as well as customer expectations and desires. The results of this survey will lead to improvements in the quality of service delivery by helping to shape the direction and focus of specific, programs and services. Submission of this form is voluntary and failure to respond will have no impact on benefits to which you may be entitled.

Thank you for accessing the VA Office of Construction and Facilities Management (CFM) Supplier Comment Card. You may use this comment card to provide feedback on support you have received from CFM. Click "Done" at the bottom of this page to complete the survey and submit your responses.

1. Please select the option below that best describes you.

Other (please specify)

2. What type of feedback do you want to provide on your recent interaction with CFM?

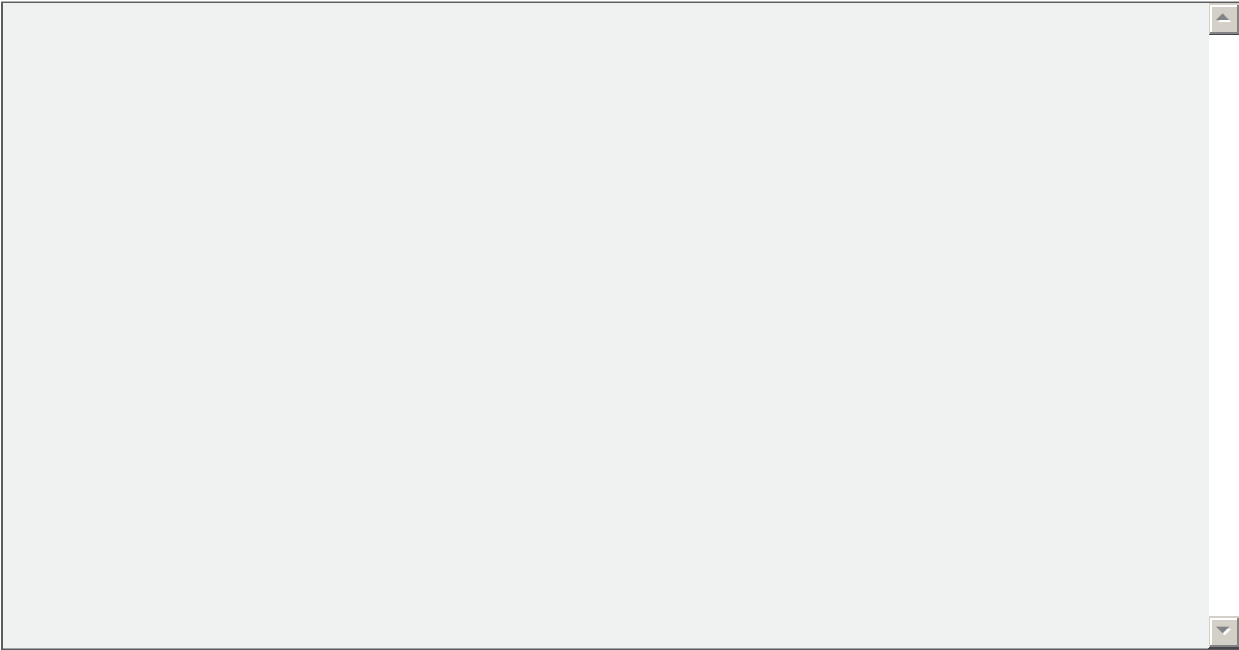
- | | |
|---|--|
| <input type="radio"/> Pre-Solicitation Support: RFI submission, RFI questions | <input type="radio"/> Contract Award Support: Contract Award, Kick-Off Meetings |
| <input type="radio"/> Solicitation Support: RFP submission, RFP questions | <input type="radio"/> Post-Award Support: Invoicing, Payments, Project Management, Change Orders |

Other (please specify)

3. Please rate your satisfaction with the following aspects of the support you received from CFM on a scale of 1 (Extremely Dissatisfied) to 10 (Extremely Satisfied).

| | 1 (Extremely Dissatisfied) | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 (Extremely Satisfied) | Can't Answer / Not Applicable |
|--------------------------------|----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|--------------------------------|--|
| Responsiveness of Staff | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Professionalism of Staff | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Accessibility of Staff | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Quality of Communications | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Timeliness of Communications | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Quality of Service Provided | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Timeliness of Service Provided | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overall Satisfaction | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

4. Please use the space below to provide any additional feedback you would like. NOTE: If you wish for your survey responses to remain anonymous, do not provide personal identifying information; as your comments will be viewable by VA and CFM personnel.



5. If you wish to receive follow up from CFM on your survey responses, please provide your contact information below. NOTE: Please do not provide contact information if you wish for your survey responses to remain anonymous.

| | |
|-----------------------------|----------------------|
| Your Name: | <input type="text"/> |
| Your Company Name: | <input type="text"/> |
| Your Company Email Address: | <input type="text"/> |
| Your Company Phone Number: | <input type="text"/> |