

**Department of Veterans Affairs**  
**Office of Construction and Facilities Management (CFM) - Supplier Satisfaction Survey**

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 8 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.

## Welcome!

Thank you for accessing the VA Office of Construction and Facilities Management (CFM) Supplier Satisfaction Survey. Through this survey, you will be asked to provide feedback on the CFM acquisition and project support you have received. The feedback that you provide through this survey will help CFM identify opportunities to improve the level and quality of acquisition support that it provides to suppliers.

## Instructions

This survey is divided into two sections. Section 1 asks you to provide feedback specific to the project referenced in the survey invitation email (the email containing the link you used to access this survey). In Section 1, please provide your ratings and comments with only that project in mind.

In Section 2, you will have the opportunity to provide more general feedback on CFM. In this section, please provide ratings based on your overall assessment of CFM.

This survey should take you less than 10 minutes to complete. Should you need to exit the survey before completing it, click the "Save" button at the top right hand corner of the page. You may return to the survey later to pick up after the last page you completed.

Should you have any questions, please contact [sri@theambitgroup.com](mailto:sri@theambitgroup.com).

To get started, click the Next button below!

## Section 1: Project Satisfaction Ratings (Pre-Solicitation Phase Support)

On this page, you will be asked to rate CFM Pre-Solicitation Phase support you have received for this project. Pre-Solicitation refers to all activities and interactions that occurred prior to the project being released as a request for proposal (RFP) or a request for quote (RFQ).

### 1. Please rate your satisfaction with the following aspects of CFM Pre-Solicitation Phase support that you received for this project.

	1 (Strongly Disagree)	2	3	4	5	6	7	8	9	10 (Strongly Agree)	Can't Answer
CFM personnel were accessible	<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"/>
CFM personnel were responsive	<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"/>
CFM acquisition information provided via the CFM website was useful	<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"/>
CFM acquisition information provided via CFM industry forums was useful	<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"/>
CFM acquisition information provided via in-person meetings with CFM personnel was useful	<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"/>

## Section 1: Project Satisfaction Ratings (Solicitation Phase Support)

On this page, you will be asked to rate CFM Solicitation Phase support you have received for this project. Solicitation refers to all activities and interactions that occurred subsequent to the project being released as a request for proposal (RFP) or a request for quote (RFQ), but before the project was awarded.

**\*2. Please rate your level of agreement with the following statements pertaining to the CFM Solicitation Phase support that you received for this project.**

	1 (Strongly Disagree)	2	3	4	5	6	7	8	9	10 (Strongly Agree)	Can't Answer
CFM solicitation documents were clear	<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"/>
CFM solicitation documents were comprehensive	<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"/>
CFM solicitation documents contained accurate technical requirements	<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"/>
CFM solicitation documents contained consistent technical requirements	<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"/>
CFM solicitation documents contained clear technical requirements	<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"/>
CFM solicitation documents contained comprehensive technical requirements	<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"/>
CFM provided sufficient time for my company to respond to the solicitation request	<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"/>
CFM contracting personnel were accessible when I needed to reach them	<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"/>
CFM contracting personnel responded to my questions in a timely manner	<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"/>
CFM subcontracting requirements were clear and reasonable	<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"/>

## Section 1: Project Satisfaction Ratings (Award and Post-Award)

On this page, you will be asked to rate CFM Award and Post-Award Phase support you have received for this project. Award Phase refers to activities related to the award of the contract for the project. Post-Award Phase activities entail all activities subsequent to contract award.

### \*3. Please rate your level of agreement with the following statements pertaining to the CFM Award and Post-Award Phase support that you received for this project.

	1 (Strongly Disagree)	2	3	4	5	6	7	8	9	10 (Strongly Agree)	Can't Answer
The CFM contract award notification was provided in a timely manner	<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"/>
CFM provided my company with sufficient time to prepare for the contract kickoff meeting	<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"/>
CFM effectively communicated the key roles and responsibilities of government personnel involved in the project	<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"/>
CFM has paid invoices in a timely manner	<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"/>
Contract modifications have been processed in a timely manner	<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"/>
Contract modifications have been processed accurately	<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"/>
CFM has reviewed the project schedule regularly	<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"/>
CFM has been effective in identifying project quality issues	<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"/>
CFM has been effective at developing schedule recovery plans	<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"/>

## Section 2 - General Supplier Ratings

Congratulations on completing Section 1. In Section 2, you will be asked to continue rating your satisfaction with CFM. However, in this section, please think generally about your interaction with CFM for all projects you have been involved with over the past year. Click the Next button below to begin Section 2.

## Section 2: General Ratings (Supplier Perception)

**\*4. Please rate your level of agreement with the following general statements about the CFM acquisition process.**

	1 (Strongly Disagree)	2	3	4	5	6	7	8	9	10 (Strongly Agree)	Can't Answer
CFM shows genuine concern for my business	<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"/>
I would like to continue to do business with CFM	<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"/>
I would like to increase the amount of business I do with CFM	<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"/>
The CFM acquisition process is easier to navigate compared with other federal government agencies I have done business with	<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"/>
CFM typically utilizes the appropriate solicitation strategy for its projects.	<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"/>
CFM's constructability reviews for construction projects provide me with useful information.	<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"/>
CFM's industry days provide me with useful information.	<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"/>

**5. Please consider the CFM RFPs you have reviewed, but decided not to respond to. Describe the factors that typically contribute to your decision not to respond to a CFM RFP in the space below.**



## Section 2: General Ratings (Supplier Overall Satisfaction)

**\*6. Please rate your overall satisfaction with the CFM acquisition process on a scale of 1 = Extremely Dissatisfied to 5 = Extremely Satisfied.**

**7. Please consider the entirety of the CFM acquisition lifecycle - from Pre-Solicitation to Post-Award. In the section below, please describe the things you feel CFM DOES WELL. You may respond by solicitation phase or in general.**

**8. Please consider the entirety of the CFM acquisition lifecycle - from Pre-Solicitation to Post-Award. In the section below, please describe the things you feel CFM DOES NOT DO WELL. You may respond by solicitation phase or in general.**

## Supplier Demographics - Tell Us About You

### 9. Approximately what percent of your annual revenue comes from CFM contracts?

- Less than 5%
- 5 to 10%
- 10 to 25%
- 25 to 50%
- 50 to 75%
- Greater than 75%
- Prefer not to answer

### 10. How many years have you done business with CFM?

- Less than 1 year
- 1 to 3 years
- 3 to 5 years
- 5 to 10 years
- More than 10 years

### 11. In what geographic regions does your company operate?

- Midwest
- Northeast
- Southeast
- Southwest
- West
- Nationwide

### 12. Would you like for someone from CFM to follow up with you on your survey responses?

- Yes
- No