

OMB Number: 2900-XXX
Respondent Burden: 32 minutes

Michigan State University Department of Veterans Affairs Supplier Perception Survey Representative Questions

RESPONDENT BURDEN: 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 this Act. The information is needed to improve VA's supplier relations and contract management performance. We estimate that you will need an average of 32 minutes to complete this survey. VA may not conduct, sponsor or require the respondent to respond to this collection of information unless it displays a valid OMB Control Number. Valid OMB control numbers can be located on the OMB Internet Page at www.whitehouse.gov/omb/library/OMBINV. Responding to this collection of information is voluntary. Send comments regarding this burden estimate or any other aspects of this collection, including suggestions for reducing this burden to VA Clearance Officer (005R1B) 810 Vermont Avenue, NW, Washington, DC 20420.

Scale – 1 to 5: “Much Worse” to “Much Better” than the supplier’s other customers

Communication & Trust

1. VA's overall communications effectiveness:
 - a. The timeliness of VA's communications
 - b. The quality of VA's communications
 - c. The completeness of information communicated by VA
2. VA's trustworthiness:
 - a. VA's integrity
 - b. VA's technical competence
 - c. VA's procurement competence
 - d. VA's Program Management competence
3. The transparency of VA's acquisition/procurement processes
4. The extent to which VA provides an effective interface between its management and yours
5. VA's ability to present “one face” in your dealings across multiple functions

Relationship Management Processes

6. Extent to which VA makes it easy for you to succeed in effectively providing the goods and services they procure
7. VA's overall procurement process
8. VA's cooperation in resolving problems such as rejections, payment or price discrepancies
9. VA honors contract payment terms

Overall Relationship

10. Your commitment to VA for a long term business relationship
11. VA's commitment to you for a long term business relationship
12. The overall quality of the working relationship between VA and your company
13. VA collaborates with me to:
 - a. Identify mutual risk
 - b. Share mutual risk
 - c. Mitigate mutual risk

Cost Management

14. VA's concern for your profitability
15. VA's processes to allow you to provide best value
16. VA's effectiveness in sharing risk, reducing your need to build risk into your pricing
17. VA's effectiveness in focusing on Total Cost of Ownership

Quality Management

18. VA's emphasis on quality and commitment to continuous improvement
19. VA's effectiveness in soliciting and implementing your ideas to improve the quality of the goods or services you supply
20. The consistency/quality of VA's requirements documentation such as statements of work, drawings and specifications, etc.
21. The willingness/desire of VA to commit (fund) quality resources to help you meet quality related requirements

Technical Support

22. VA's effectiveness in soliciting and implementing your ideas to improve the design or technical specifications of the goods or services you provide
23. VA's effectiveness in integrating your technical resources and expertise into new product development projects
24. Effectiveness of VA's written technical requirements in:
 - a. Developing the required solution
 - b. Facilitating easy flow down of requirements to your suppliers

Comment Questions

1. How does VA help you in providing goods and services? If so, how?
2. How does VA hinder you in providing goods and services? If so, how?
3. Is VA your customer of choice? Why or why not?
4. General Comments

Demographic Questions

1. What is your business status as defined by Federal Standards -- NAICS codes and Socio-Economic type? Check all that apply.

Large Business
Small Business
8A
Woman-owned

HUBZone
Service Disabled Veteran Owned
Veteran Owned

2. What percentage of your revenue is currently with the VA?
 - a. <5%
 - b. 5 – 25%
 - c. >25 – 50%
 - d. >50 – 75%
 - e. 75%
 - f. Unsure

3. Do you intend to increase the percentage of business you do with the VA in the future?
Y/N

4. What VA contracting service office do you usually do business with (include all that apply):

Seldom Occasionally Mostly all the time N/A
 - a. NAC (Chicago)
 - b. DALC (Denver)
 - c. TAC (New Jersey)
 - d. VACO (Washington DC)
 - e. VHA VISN (VISN 1 thru 22)
 - f. VHA VAMC level (Hospital)
 - g. VBA
 - h. NCA

5. How long have you done business with VA
 - a. <1 year
 - b. 1 – 3 years
 - c. 3 – 10 years
 - d. 10 years

6. Are you currently under contract with the VA? Y/N

Additional VA-Specific Content Questions

Federal and National Level VA Overarching Contracts:

(Note: The scale we use and the phrasing of these items should parallel the other content questions as much as possible)

1. Rate your customer service experience in getting your VA FSS contract in place via the VA National Acquisition

2. Rate your customer service experience in getting your VA National contract in place via the VA National Acquisition

3. Rate your customer service experience in obtaining VA Orders (i.e. Task, Delivery, BPAs) against your VA FSS or National contract.

4. Rate your customer service experience in obtaining VA Purchase Orders for supplies or services related to your commodity.