

Paperwork Reduction Act Statement - This information collection meets the 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 (OMB) control number. The OMB control number for this collection is 3090-0297. We estimate that it will take .25 or .17 minutes to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat (MVCB), ATTN: IC 3090-0297, 1275 First Street, NE., 7th Floor, Washington, DC 20417.

Questions for GSA/FAS Supplier Perception Survey

Core Questions: (completed using Likert scale 1-5)

1. The timeliness of GSA's communications
2. The quality of GSA's communications
3. The completeness of information communicated by GSA
4. GSA's integrity
5. GSA's technical competence
6. GSA's acquisition/procurement competence
7. GSA's acquisition/procurement overall processes
8. GSA's Program Management competence
9. The transparency of GSA's acquisition/procurement processes
10. The extent to which GSA provides an effective interface between its management and yours
11. GSA's ability to present "one face" in your dealings across multiple functions
12. Extent to which GSA makes it easy for you to succeed in effectively providing goods and services
13. GSA's cooperation in resolving problems
14. Your commitment to GSA for a long term business relationship
15. GSA's commitment to you for a long term business relationship
16. The overall quality of the working relationship between GSA and your company
17. GSA's concern for your financial stability.
18. GSA's processes to allow you to provide best value
19. GSA's effectiveness in sharing risk, reducing your need to build risk into your pricing
20. GSA's effectiveness in focusing on Total Cost of Ownership (i.e., delivery, quality, technical support)
21. GSA's emphasis on quality and commitment to continuous improvement
22. GSA's effectiveness in soliciting and implementing your ideas to improve the quality of the goods or services you supply
23. GSA's effectiveness in soliciting and implementing your ideas to improve the design or technical specifications of the goods or services you provide
24. To what extent has GSA enabled your firm to deliver environmentally sustainable services and goods?

Open-ended Questions

1. How does GSA hinder you in providing goods and services?
2. How does GSA help you in providing goods and services?

3. If you could make one change to improve the service provided by GSA what would it be?
4. What innovative products, services, or solutions should GSA add to its customer offerings? (cloud, sustainability)

Demographics

1. Please confirm your business status as defined by Federal Standards (drop down box selections)?
2. What percent of your revenue is currently through GSA? (drop down with options like these <5%, 5-25%, >25-50%, >50-100%, unsure)
3. How long have you done business through GSA (<1 year, 1-2 years, 2-5 years, >5 years)
4. What is your role at your company?
 - a. Executive
 - b. Finance/Sales/Marketing
 - c. Operations
 - d. Other
5. If you are a US Business what is your primary corporate zip code?