

OMB Control 3090-0297

Expires: 09/30/2014

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 8 minutes to read the instructions, gather the facts, and number 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: Hada Flowers/IC 3090-0297, 1275 First Street, NE., 7th Floor, Washington, DC 20417

GSS Vendor Transaction Survey

General Services Administration (GSA) is deeply committed to better meeting your needs and those of the vendor community as a whole. In support of this goal, a survey is being conducted to measure your satisfaction with the Procurement Contracting Officer (PCO) and contract award/mod process.

Your responses will remain completely confidential and your identity will not be revealed to GSA unless desired. The survey is conducted via a secure server and is authorized by Office of Management and Budget Control No. xxxx-xxx.

Simply click on the "Next" button below to begin this 5-minute survey. If you have any problems completing the survey, please send an email message to FASresearch@gsa.gov and you will be contacted with assistance.

Please begin, keeping in mind that you are measuring the PCO and contract award/mod process, not your interactions with the Administrative Contracting Officer (ACO) or Industrial Operations Analyst (IOA).

Thank you.

1. Please rate the following dimensions of your contact experience on a scale of 1 to 10, where "1" means "poor" and "10" means excellent:

	1	2	3	4	5	6	7	8	9	10
Ease of reaching the right person to address your issue or to obtain the required 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"/>
Number of contacts required to resolve any issues or obtain required 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"/>
Timeliness of contract award decision once the application was submitted	<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"/>

2. Using the same scale, where "1" means poor and "10" means excellent, please rate the following:

1 2 3 4 5 6 7 8 9 10

8. How can we improve our contract award and modification process to better serve you?

9. Do you have any additional comments?

Thank you for your feedback. Your input will be of great assistance as GSA works to improve its relationships with vendors like you.