

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 5 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: Ms. Flowers/IC 3090-0297, 1800 F Street NW, 2nd Floor, Washington, DC 20405.

### 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 3090-0297.

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](mailto: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.

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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:

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

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

Clarity of the instructions for submitting your offer or modification	1	2	3	4	5	6	7	8	9	10
Amount of information required for your submission of a contract action (i.e., offer or modification)	1	2	3	4	5	6	7	8	9	10
Consistency of information provided by various GSA contact points (e.g., representatives, web site, printed materials, etc.)	1	2	3	4	5	6	7	8	9	10

3. Did your PCO contracting official or designee respond to your telephone calls and/or emails within 24 to 48 hours?

- Yes
- No

4. Now think about your experiences with your contract official. Using a scale of 1 to 10, where "1" means "poor" and "10" means "excellent," please rate:

Your contracting official or designee's follow-through on promised actions	1	2	3	4	5	6	7	8	9	10
	<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"/>
Your contracting official or designee's ability to resolve your issues	1	2	3	4	5	6	7	8	9	10
	<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 all your experiences utilizing or interacting with the Schedule contract award and modification process.

Using a 1 to 10 scale, where "1" is "dissatisfied" and "10" is "very satisfied," please rate your overall level of satisfaction with the Schedule contract award or modification process.

	1	2	3	4	5	6	7	8	9	10
	<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"/>

6. Using a scale where 1 means "Falls Short of Expectations" and 10 means "Exceeds Expectations," to what extent has working with the Schedule contract award or modifications process fallen short or exceeded your expectations?

Please use a scale of 1 to 10, where 1 means "Fall Short of Expectations" and 10 means "Exceed Expectations."

	1	2	3	4	5	6	7	8	9	10
	<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"/>

7. Now imagine an ideal organization that provides contract vehicles that enable you to provide your products and services to federal government agencies. How do you think GSA's Vendor Transaction program compares with that ideal organization?

Please use a scale from 1 to 10, where "1" means "Very Far from Ideal" and "10" means "Very Close to Ideal."

	1	2	3	4	5	6	7	8	9	10
	<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"/>

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.