Introductory email message

It's here, GSA's 2015 Supplier Survey – click here and take it today!

Each year, we request feedback from suppliers on how GSA is serving our industry partners by filling out this 6-minute survey. Input from you helps us improve our acquisition processes, procedures, policies, and education.

Begin the Supplier Survey Now

Don't miss out on the opportunity to give us your feedback. Don't let your agency go under-represented. If you have any questions about the survey or issues in completing it, please don't hesitate to contact surveys@gsa.gov.

Thank you for your feedback,

Thomas Sharpe
Commissioner, GSA's Federal Acquisition Service

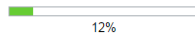PS: No time now? Click image to set a reminder.

To take the survey:
Click the following URL, or the button above, or paste the address into your web browser.
[http://www.weblink specific to the employee]

Slide 1

GSA

12%

FY2015 Supplier Loyalty Survey

IT Schedule 70 Each year, we request feedback from suppliers on how GSA is serving our industry partners by completing this short survey. Input from you helps us improve our acquisition processes, procedures, policies, and education.

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Loyalty Intentions:

(***Required**) **Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely."**

	1 – Not At All Likely	2 – Not Likely	3 – Neutral	4 – Likely	5 – Very Likely
How likely are you to recommend IT Schedule 70 to others?	○	○	○	○	○
How likely are you to renew your IT Schedule 70 contract?	○	○	○	○	○
How likely are you to recommend IT Schedule 70 to government buyers?	○	○	○	○	○
How likely are you to recommend to other companies to obtain a contract with GSA / FAS?	○	○	○	○	○
If you had the option, how likely would you be to consider IT Schedule 70 as your first choice for government acquisition?	○	○	○	○	○

If not a GSA contract, what contract vehicle are you likely to use as your first choice?

[text box]

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Satisfaction:

Please rate the following item on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied"

	1- Very Dissatisfied	2 - Dissatisfied	3 – Neutral	4 - Satisfied	5 - Very Satisfied
Technical subject matter expertise	○	○	○	○	○
Contracting expertise	○	○	○	○	○
Communication	○	○	○	○	○
Procurement process	○	○	○	○	○
Technology and systems	○	○	○	○	○

Please consider all of your experiences interacting with ITS's Networx Services Program in the past 12 months.

	1 – Very Dissatisfied	2 – Dissatisfied	3 – Neutral	4 – Satisfied	5 - Very Satisfied
How satisfied are you with IT Schedule 70?	○	○	○	○	○

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Slide 4

50%

Open-ended questions:

What could GSA do to enhance the services it provides to you? (check all that apply)

- ☐ Enhance relationships
- ☐ Improve technology
- ☐ Industry days
- ☐ Training
- ☐ Timely communication
- ☐ Advance notice of changes
- ☐ Improve flexibility
- ☐ Other

Please provide any additional comments.

[text area]

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62%

Please rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied"

	1 – Very Dissatisfied	2 – Dissatisfied	3 – Neutral	4 – Satisfied	5 – Very Satisfied
The timeliness of IT Schedule 70 communications	☐	☐	☐	☐	☐
The quality of IT Schedule 70 communications	☐	☐	☐	☐	☐
The completeness of information communicated by IT Schedule 70	☐	☐	☐	☐	☐
IT Schedule 70's technical competence	☐	☐	☐	☐	☐
IT Schedule 70's acquisition/procurement competence	☐	☐	☐	☐	☐
The transparency of IT Schedule 70 acquisition/procurement processes	☐	☐	☐	☐	☐
IT Schedule 70 acquisition/procurement overall processes	☐	☐	☐	☐	☐
IT Schedule 70 Program Management competence	☐	☐	☐	☐	☐
IT Schedule 70 ability to present one face in your dealings across multiple functions	☐	☐	☐	☐	☐
The extent to which IT Schedule 70 makes it easy for you to succeed in effectively providing the goods and services you provide	☐	☐	☐	☐	☐
IT Schedule 70 cooperation in resolving problems	☐	☐	☐	☐	☐
IT Schedule 70 effectiveness in sharing risk, thereby reducing your need to build risk into your pricing	☐	☐	☐	☐	☐
IT Schedule 70 effectiveness in focusing on Total Cost of Ownership (i.e., delivery, quality, technical specifications)	☐	☐	☐	☐	☐
Your commitment to IT Schedule 70 for a long term business relationship	☐	☐	☐	☐	☐
The overall quality of the working relationship between IT Schedule 70 and your company	☐	☐	☐	☐	☐
IT Schedule 70's emphasis on quality and commitment to continuous improvement	☐	☐	☐	☐	☐
The extent to which IT Schedule 70 asks for and implements your ideas to improve the quality of the goods or services you provide	☐	☐	☐	☐	☐

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Verbatim:

How does IT Schedule 70 hinder you in providing goods and services?

How does GSA help you in providing goods and services?

How does IT Schedule 70 help support your efforts to provide products and services to the government?

If you could make one change to improve the service provided by IT Schedule 70 what would it be?

What innovative products, services, or solutions should GSA add to its customer offerings (cloud, health IT sustainability, etc.)?

If you have multiple contracts, which ones do you promote to your customers and why?

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Demographics:

Do you provide products or services through one or more of the contract solutions below? (check all that apply)
- GSA Multiple Awards Schedule (MAS, Schedules)
- GSA Government-wide acquisition contracts (GWACs)
- Multiple award indefinite-delivery, indefinite-quantity contracts (IDIQs)
- GSA Blanket Purchase Agreements (BPAs)
- GSA Lease
- Open market contract actions
- Other U.S. government-wide contract vehicles
- Other State & Local contract vehicles
- Other

How do you designate the size and socioeconomic status of your business? (Check all that apply)
- Large
- Small
- Small disadvantaged (8a)
- Woman-owned small
- Veteran-owned
- Service-disabled veteran-owned small
- Qualified HubZone

Approximately what percentage of your annual sales are through a GSA contract solution?
- Less than 5%
- 5-25%
- 25-50%
- 50-75%
- 75-100%

What are your annual GSA contract sales in the past 12 months?
- $0 to $10,000
- $10,001 to $25,000
- $25,001 to $150,000
- $151,001 to $1,000,000
- More than $1,000,000
- I don't know

How long have you held a GSA contract?

- ○ Less than 6 months
- ○ 6 months to less than 1 year
- ○ 1 year to less than 3 years
- ○ 3 years to less than 5 years
- ○ 5 years or more
- ○ No response

What were your annual sales through GSA's contract vehicles in 2014?

- ○ $0 to $10,000
- ○ $10,001 to $25,000
- ○ $25,001 to $150,000
- ○ $151,001 to $1,000,000
- ○ More than $1,000,000
- ○ I don't know

Which GSA FAS service and product category does your company sell on GSA contract?
(check all that apply)

- ☐ IT Hardware
- ☐ IT Software
- ☐ Telecommunications
- ☐ IT Outsourcing (IT Services)
- ☐ IT Consulting (IT Services)
- ☐ IT Security
- ☐ Cloud (IT Services)
- ☐ Not applicable

Please indicate which GSA / FAS service and product category your company most closely identifies with?

- ○ IT Hardware
- ○ IT Software
- ○ Telecommunications
- ○ IT Outsourcing (IT Services)
- ○ IT Consulting (IT Services)
- ○ IT Security
- ○ Cloud (IT Services)
- ○ Not applicable.