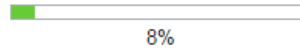


Screen 1:

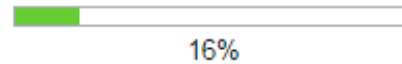


FY2015 Supplier Loyalty Survey

Office of General Supplies and Services 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.

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 6 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 Division (MVCB), ATTN: Ms. Flowers/IC 3090-0297, 1800 F Street, NW, Washington, DC 20405.

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(*Required) Which of the following groups of Schedules do you primarily use or conduct business with (Select the one group that best applies)?

1. Administrative and Office Support

- Schedule 67 Cameras, Photographic Printers, and Related Supplies and Services
- Schedule 75 Office Products/Supplies and Services and New Products Technology
- Schedule 76 Publication Media
- Schedule 738X Human Resources and Equal Employment Opportunity Services
- Schedule 81IB Shipping, Packaging and Packing Supplies and Services
- Schedule 736 Temporary and Administrative Professional Staffing (TAPS)

2. Integrated Workplace Acquisition

- Schedule 36 Office, Imaging, and Document Solutions
- Schedule 58-I Professional Audio/Visual, Telecommunications and Security Solutions
- Schedule 71 Furniture
- Schedule 71-II-K Comprehensive Furniture Management Services
- Schedule 72 Furnishings and Floor Coverings
- Schedule 78 Sports, Promotional, Outdoor, Recreation, Trophies & Signs (SPORTS)

3. Facilities Maintenance and Hardware

- Schedule 03FAC Facilities Maintenance and Management
- Schedule 51 V Hardware Superstore

4. General Supplies and Building Services

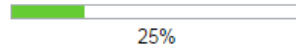
- Schedule 56 Buildings and Building Materials/Industrial Services and Supplies
- Schedule 66 Scientific Equipment and Services
- Schedule 73 Food Service, Hospitality, Cleaning Equipment and Supplies, Chemicals, and Services
- Schedule 84 Total Solutions for Law Enforcement, Security, Facilities Management, Fire Rescue, Clothing, Marine Craft, and Emergency/Disaster Response

- **3. Facilities Maintenance and Hardware**
Schedule 03FAC Facilities Maintenance and Management
Schedule 51 V Hardware Superstore

- **4. General Supplies and Building Services**
Schedule 56 Buildings and Building Materials/Industrial Services and Supplies
Schedule 66 Scientific Equipment and Services
Schedule 73 Food Service, Hospitality, Cleaning Equipment and Supplies,
Chemicals, and Services
Schedule 84 Total Solutions for Law Enforcement, Security, Facilities Management,
Fire Rescue,
Clothing, Marine Craft, and Emergency/Disaster Response

- **5. Management Services**
Schedule 00CORP The Consolidated Schedule
Schedule 66 Scientific Equipment and Services
Schedule 520 Financial and Business Solutions (FABS)
Schedule 541 Advertising and Integrated Marketing Solutions (AIMS)
Schedule 738 II Language Services
Schedule 871 Professional Engineering Services
Schedule 874 Mission Oriented Business Integrated Services (MOBIS)
Schedule 874 V Logistics Worldwide (LogWorld)
Schedule 899 Environmental Services
99 Refused

- N/A



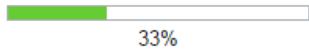
Loyalty Intentions:

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 GSA's Office of General Supplies and Services to others?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How likely are you to renew your GSA's Office of General Supplies and Services contract?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If you had the option, how likely would you be to consider GSA's Office of General Supplies and Services as your first choice for government acquisition?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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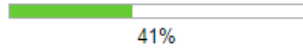
Satisfaction:

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
Subject matter expertise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contracting expertise	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Procurement process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technology and systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please consider all of your experiences interacting with GSA's Office of General Supplies and Services in the past 12 months.

	1 - Very dissatisfied	2 - Dissatisfied	3 - Neutral	4 - Satisfied	5 - Very satisfied
How satisfied are you with GSA's Office of General Supplies and Services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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.

Screen 6:

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)

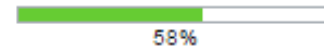
- Large
- Small
- Small disadvantaged (8a)
- Woman-owned small
- Veteran-owned
- Service-disabled veteran-owned small
- Qualified HubZone

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?

- \$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



Office Supplies and Administrative Services:

Please rate the following item on a 5-point scale where 1 means "Easy" and 5 means "Difficult".

	1 – Very easy	2 – Easy	3 – Neutral	4 – Difficult	5 – Very difficult
How do you rate your experience utilizing Customer NAICS or PSC codes in RFIs, RFQs, RFPs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How do you rate your experience accepting the Government Purchase Cards for Products and Services on your Schedule Contract?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please rate the following item on a 5-point scale where 1 means "Never" and 5 means "Always".

	1 – Never	2 – Rarely	3 – Sometimes	4 – Often	5 – Always
Would you favor all the task orders for Temporary Help you receive to include an option to extend for an additional 120 days?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
To what extent do you utilize the Defense Logistics Agency's (DLA) Approved Item Names to describe your products on GSA Advantage?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please rate the following item on a 5-point scale where 1 means "Incapable/Not Offered" and 5 means "Very Capable".

	1 – Not Capable	2 – Somewhat Incapable	3 – Neutral	4 – Somewhat Capable	5 – Very Capable
Rate your capability to provide rapid (60 day) turnaround on full high-end background investigations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please rate the following item on a 5-point scale where 1 means "Unfamiliar" and 5 means "Very Familiar".

	1 – Not At All Familiar	2 – Slightly Familiar	3 – Somewhat Familiar	4 – Moderately Familiar	5 – Extremely Familiar
How familiar are you with GSA's Dynamic Pricing initiative and its potential impact on your sales of material or services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Submit



66%

Workplace Environment Category:

Workplace Environment (WE) Category includes products and services for following areas. Select the equipment or services for any of these offerings you provide in the WE category ? (check all that apply)

- Furniture
- Comprehensive Furniture Management Services
- Imaging and Document Solutions
- Audio/Visual Equipment and Services
- Furnishings and Floor Coverings
- Sports, Promotional, Outdoor, Recreation, Trophies and Signs (SPORTS)

Are you the Government Point of Contact for your company?

- Yes
- No
- I don't know

Have you ever reached out to the Vendor Support Center for assistance on your contract?

- Yes
- No

What self-service tool would you recommend to add to the Vendor Support Center website to manage your contract?

- None
- Please describe

Have you needed assistance on your contract?

- Yes
- No

Option 2 Screen 7 (cont):

Document solutions like Unified Records Management and Digitization provide additional savings to agencies. Do you offer these services?

- Yes
- No
- Need additional information

Do you feel an Audio/Visual menu of products and services for an integrated system would help to layout the major needs for agencies?

- Yes
- No
- Need additional information

What areas need process improvement when making adjustment to contract offering to simplify the process better?

- Adjusting Pricing
- Adding product
- Understanding customer requirement
- Other

Other

Do you think more standardization on the furniture buying process is needed to understand how agencies can achieve savings?

- Yes
- No
- Need additional information

How often do you process modifications to your contract?

- Many times a year, more than 10
- Several times a year
- Less than 2 times a year
- Never processed a modification

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

Option 2 Screen 7 (cont.):

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

Do you feel vendor training is important?

- Yes
- No

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75%

IFMIPS Category Supplier Questions:

BMO

What value-added service(s) does your company provide to federal customers, beyond lower pricing, that has made you a successful federal contractor?

- Strategic asset management
- Improved utility efficiency
- Innovations in building management

What area of federal facilities maintenance services does your company see the most room for improvement?

- Quality
- Savings
- Other

Heartland Supply

Does your company perform on-going reviews of your Products/Services to ensure that you are providing competitive pricing for items offered?

- Yes
- No

Are you automatically receiving notifications via FedBizOps and/or eBuy when GSA posts solicitations?

- Yes
- No

How frequently do you look at Ebuy opportunities?

- Daily
- Weekly
- Monthly
- Never
- Other, please specify

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General Supplies and Building Services:

Buildings and Building Materials (56)

Are you aware of any barriers, roadblocks or disadvantages which preclude or prevent your customers from using Schedule 56?

- Procurement Law
- Regulation
- Agency Policy
- Other

Are there any specific areas that you feel could be improved in the schedules arena?

What other competing procurement vehicles are agencies using and why?

Scientific (66)

How effectively do contracting officers resolve issues between you and customers?

- Not effective
- Somewhat effective
- Neutral
- Very Effective
- Extremely effective

How user-friendly do you find GSA eTools (GSA Advantage, GSA eLibrary, GSA eBuy) to be for marketing your product/services?

- Not effective
- Somewhat effective
- Neutral
- Very Effective
- Extremely effective

Cleaning Supplies and Chemicals (73)

How responsive is the GSA in assisting you to effectively meet customer driven requirements (i.e., evaluating and processing of offers and modifications)?

- Not responsive
- Somewhat responsive
- Neutral
- Very responsive
- Extremely responsive

Are there any new products and/or services that you would like to see GSA offer under Schedule 73?

Are all of the products your firm has approved on schedule contract reflected on Advantage?

Category Management Question: How would you describe the impact of Category Management as related to customer use of your Schedule contract?

- Not familiar with Category Management
- Familiar with Category Management, but have no measure of impact of customer use of our GSA contract
- Familiar with Category Management, but the impact of customer use of our GSA contract is neutral Category Management has increased use of customer use of our GSA contract

Are you familiar with the Category Management business model?

Security: Law Enforcement: Facilities Management Systems (84)

Is there a product/service you would like to see GSA offer on GSA contract?

Please identify any challenges which make it difficult for the end users from using Schedule 84 (or MAS Program) to fulfill their requirements?

- New Procurement Regulations on Using GSA Schedules
- Lack of Availability of End to End Solutions
- Pricing is Not Competitive Compared to Other Vehicles
- Difficulty in Navigating GSA Advantage or e-Library websites

—**Management Services:**—

Professional Services Schedules Vendor Questions

If you have viewed the Marketing Matters Videos on “Marketing to the Federal Government” on the GSA Interact web page, did they help you obtain new business?

- Yes
- No
- Not Applicable

What other resources would be helpful to you in doing business with the government?

If you have attended one of the “Low Sales, No Sales” Webinars, did they help you gain new business?

- Yes
- No
- Not Applicable

If you could make one change to improve the service provided by GSA, what would it be?

OASIS Vendor Questions

How many of the RFIs issued against OASIS are in line with the type of work you typically perform?

- 0%
- 1-10%
- 11-20%
- 21-30%
- 31-40%
- 41-50%
- 51-60%
- 61-70%
- 71-80%
- 91-100%

Is the OASIS team meeting your expectations in helping you foster success within the program?

- Yes
- No

What has been the most beneficial support provided by the OASIS team in helping you do business for the government?

Is the OASIS/OASIS SB vehicle(s) meeting your expectations for new opportunities?

- Yes
- No

How could the OASIS team better support you in doing business with the government?

Screen 8:



On behalf of the GSA, I would like to thank you for participating in our 2015 Supplier Survey. The survey is an important tool in gauging how successful we are at meeting our valued industry partners' needs.

As we strive to improve for 2016, we welcome your insights. Please contact surveys@gsa.gov to provide your thoughts on this year's survey process and methodology.

Again, thank you for your support and participation.

Thomas Sharpe
Commissioner, GSA's Federal Acquisition Service

Close