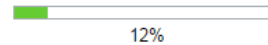


# Instrument 3090-0297 GWACs Survey

(Req-23)

Screen 1:



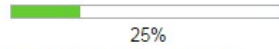
## FY2015 Supplier Loyalty Survey

**GSA GWACs** (Alliant, Alliant Small Business, 8(a) STARS II, VETS) 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.

Next »

Screen 2:



Please indicate which GSA Governmentwide Acquisition Contract (GWAC) you hold (check all that apply):

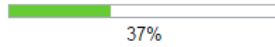
- Alliant
- Alliant Small Business
- 8(a) STARS II
- VETS

---

« Back

Next »

Screen 3:



**Loyalty Intentions:**

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

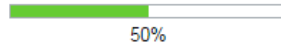
	1 – Not at all likely	2 – Not Likely	3 – Neutral	4 – Likely	5 – Very Likely
How likely are you to recommend GSA GWACs to others?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How likely are you to compete for future contract(s) with GSA GWACs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How likely are you to recommend GSA GWACs to government buyers?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How likely are you to recommend to other companies to compete for a contract with GSA GWACs?	<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 GWACs as your first choice for government acquisition?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

« Back

Next »

Screen 4:



**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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Contracting expertise	<input type="checkbox"/>	<input 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"/>

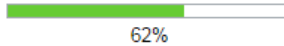
Please consider all of your experiences interacting with GSA GWACs in the past 12 months.

	1 - Very Dissatisfied	2 - Dissatisfied	3 - Neutral	4 - Satisfied	5 - Very Satisfied
How satisfied are you with GSA GWACs?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

« Back

Ne

Screen 5 (Image 1 of 2):



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 GSA GWACs communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The quality of GSA GWACs communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The completeness of information communicated by GSA GWACs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GSA GWACs technical competence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GSA GWACs technical competence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The transparency of GSA GWACs acquisition/procurement processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GSA GWACs acquisition/procurement overall processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GSA GWACs Program Management competence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GSA GWACs ability to present one face in your dealings across multiple functions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The extent to which GSA GWACs makes it easy for you to succeed in effectively providing the goods and services you provide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GSA GWACs cooperation in resolving problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Screen 5 (Image 2 of 2):

GSA GWACs effectiveness in sharing risk, thereby reducing your need to build risk into your pricing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GSA GWACs effectiveness in focusing on Total Cost of Ownership (i.e., delivery, quality, technical specifications)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your commitment to GSA GWACs for a long-term business relationship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall quality of the working relationship between GSA GWACs and your company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GSA GWACs emphasis on quality and commitment to continuous improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The extent to which GSA GWACs asks for and implements your ideas to improve the quality of the goods or services you provide	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

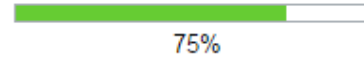
Please rate the following items on a 5-point scale where 1 means "Strongly Disagree" and 5 means "Strongly Agree."

	1 - Strongly Disagree	2 - Disagree	3 - Neutral	4 - Agree	5 - Strongly Agree
GSA FAS processes do not have gaps or inefficiencies that directly result in an increased cost to vendor organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GSA FAS proactively provides feedback on vendor products/services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[« Back](#)

[Next »](#)

Screen 6:



**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

**Other**

**Please provide any additional comments.**

« Back

Screen 7 (Image 1 of 2):



87%

**Verbatim:**

**How does GSA GWACs hinder you in providing goods and services?**

**How does GSA help you in providing goods and services?**

**How does GSA GWACs help support your efforts to provide products and services to the government?**

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



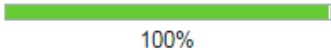
Screen 7 Image 2 of 2):

**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?**

---

[« Back](#)



**Demographics:**

**Do you provide products or services through one or more of the contract solutions below?**

- 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

Screen 8 (Image 2 of 3):

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

What % of your federal sales is the result of non GSA IDIQ IT vehicles?

- Less than 5%
- 5-25%
- 25-50%
- 50-75%
- 75-100%

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

Screen 8 (Image 3 of 3):

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

## Screen 9:



---

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](mailto: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