

## IRS Office of Procurement Contractor Survey

### Email:

This survey is being sent to you because you did business with the Internal Revenue Service (IRS), Office of Procurement in fiscal year 2013. All responses will remain completely anonymous unless you request to be contacted. The results from this survey will be used to improve our service to you.

This survey is voluntary and will take about 5 minutes to complete. Please click on the link below to access the survey. At the end of this survey, you will find a special notice regarding the Internal Revenue Service's transition to an electronic invoicing service known as the Invoice Processing Platform (IPP).

%[Contractor Survey]URL%

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB Control Number for this study is 1545-1432. This voluntary survey should take no more than 5 minutes to complete. Also, If you have any comments regarding the time estimates associated with this study or suggestions on making the process simpler, please write to the: IRS Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Avenue, NW, Washington, DC 20224.

We value your feedback and look forward to working with you in the future.

Jacob (Jake) Hansen  
Director, IRS Procurement

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### Survey Questions:

**Q1. Compared to your relationship with other Federal Procurement organizations, how would you rate the quality of your relationship with IRS Procurement staff over the last year?**

- Very Dissatisfied (go to Q1a)
- Dissatisfied (go to Q1a)
- Neither Dissatisfied nor Satisfied (go to Q2)
- Satisfied (go to Q2)

Very Satisfied (go to Q2)

**Q1a. Please explain why you are dissatisfied.**

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**Q2. How satisfied are you with the following areas:**

	Very Dissatisfied	Dissatisfied	Neither Dissatisfied nor Satisfied	Satisfied	Very Satisfied
a. Timeliness of the procurement action	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Communications received from the Procurement staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Professionalism of the Procurement staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q3. The Procurement process was easy to understand and navigate.**

Yes (go to Q4)

No (go to Q3a)

**Q3a. You indicated the process was not easy to understand, please explain.**

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**Q4. Is there anything the Procurement staff could have done to provide you with better customer service? If so, please explain below.**

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**Q5. Would you like to be contacted by someone to discuss this survey?**

Yes (go to Q5a)

No (go to Submit page)

**Q5a. How would you prefer to be contacted?**

Telephone (go to Q5b)

Email (go to Q5bb)

**Q5b. So that we may contact you as requested, please enter your name and phone number in the spaces provided here.**

Name \_\_\_\_\_

Phone Number \_\_\_\_\_

**Q5bb. So that we may contact you as requested, please enter your name and email address in the spaces provided here.**

Name \_\_\_\_\_

Email Address \_\_\_\_\_

**Please click the 'Submit' button below to submit your responses.**

[Thank you for taking the time to complete this survey.](#)

## **Survey Reminder**

Two weeks ago, you received an invitation to complete Procurement's Contractor Satisfaction Survey. Your feedback will provide us with valuable information regarding your acquisition experience. This survey is completely voluntary. If you have not had the chance to respond, please take about 5 minutes to complete the survey by clicking on the following link:

%[Contractor Survey]URL%

This survey is scheduled to close on Friday, December 12, 2014.

Thank you in advance for taking the time to complete this survey. If you would like additional information, please contact our Procurement Customer Service Help Line at 202-283-1478, Option 4 or via email at [AWSSProcCustomerService@irs.gov](mailto:AWSSProcCustomerService@irs.gov).