

# IAC Customer Satisfaction Survey

The purpose of your feedback is to collect information/ opinions on our current contract award process in an effort to improve/streamline our processes. Your opinions and suggestions matter and give us the opportunity to exceed your expectations. Your participation is voluntary and confidential.

This data collection is approved under OMB Control Number 0704-0403 and DoD Report Control Symbol DD-AT&L(AR)2300 that expires 8/31/2016.

**List contract number and delivery order number (ex.  
FA8075-14-D-0002 Task Order 0002):**

Please rate the following based on your experience with the contract award process:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Making the initial contact with the DTIC IAC Customer Support Cell (CSC) or the COR.	<input type="radio"/>				
Locating information on the IAC webpage from DTIC Public.	<input type="radio"/>				
Having the CSC Analyst and COR obtain an understanding of the Performance Work Statement (PWS) technical objectives during the In Scope review.	<input type="radio"/>				
Learning about potential project issues or risks that could have delayed your TAT award (as communicated by the COR and CSC analyst).	<input type="radio"/>				
Submitting your Requirements Package using templates and instructions.	<input type="radio"/>				
With the overall quality of the effort of the CSC Team Member assigned to work on your requirements package.	<input type="radio"/>				
With the clarity, timeliness, and helpfulness of the CSC Team communications during the requirements package process.	<input type="radio"/>				
With the timeliness of the CSC review and approval of the requirements package.	<input type="radio"/>				
Getting changes made and/or resolving issues with the CSC regarding the established documentation guidelines and requirements developed between the CSC and AFICA KO.	<input type="radio"/>				
Working with the Financial Analysts from DTIC-R on getting your MIPR processed and accepted in a timely manner.	<input type="radio"/>				
With the clarity and helpfulness of the AFICA/KD (Offutt AFB) Contracting Team communications during the RFP, evaluation, and award process.	<input type="radio"/>				
With the timeliness of the award process (requirements package completion to award).	<input type="radio"/>				
With the overall quality of the AFICA/KD Contracting Team.	<input type="radio"/>				
Compared to other contracts that provide service to your organization.	<input type="radio"/>				

## FACTORS/RATINGS

**Would you use this contract again for future requirements?**

- Yes
- No

**Would you recommend this contract to a colleague or others in your organization/community?**

- Yes
- No

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## Narrative Questions

**What other contract vehicles do you use and why?**

**How did you find out about this Contract Vehicle?**

**What was the easiest part of the process and/or what did you like most about the process?**

**What was the most difficult part of the process and/or what did you like least about the process?**

**Do you have any additional comments regarding the Contract process?**

- Yes
- No

If yes, please provide them below.

Thank you for your participation!

