VA Office of Construction and Facilities Management (CFM) - Supplier Satisf...

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Welcome!	
Thank you for accessing the VA Office of Construction and Facilities Management (CFM) Supplier Satisfaction Survey. Through this survey, you will be asked to provide feedback on the CFM acquisition and project support you have receive The feedback that you provide through this survey will help CFM identify opportunities to improve the level and quality of acquisition support that it provides to suppliers.	ec

Instructions
Through this survey, you will have the opportunity to provide more general feedback on CFM. Please provide ratings based on your overall assessment of CFM.
This survey should take you less than 11 minutes to complete. Should you need to exit the survey before completing it, click the "Save and Exit" button at the top right hand corner of the page. You may return to the survey later to pick up after the last page you completed.
Should you have any questions, please contact sri@theambitgroup.com.
To get started, click the Next button below!

Section 1: Project Satisfaction Ratings (Pre-Solicitation Phase Support)

On this page, you will be asked to rate CFM Pre-Solicitation Phase support you have received. Pre-Solicitation refers to all activities and interactions that occurred prior to the project being released as a request for proposal (RFP), a request for quote (RFQ), or a solicitation for offers (SFO).

*1. Please rate your satisfaction with the following aspects of CFM Pre-Solicitation Phase support that you have received.

	1 (Strongly Disagree)	2	3	4	5	6	7	8	9	10 (Strongly Agree)	Can't Answer
CFM personnel were accessible	0	0	0	0	0	0	0	0	0	O	O
CFM personnel were responsive	0	0	O	0	0	0	0	0	0	O	0
CFM acquisition information provided via the CFM website was useful	0	0	0	0	0	0	0	0	0	O	O
CFM acquisition information provided via CFM industry forums was useful	0	0	O	0	0	O	0	0	0	O	0
CFM acquisition information provided via in-person meetings with CFM personne was useful	0	C	0	O	О	О	С	С	О	O	O

Section 1: Project Satisfaction Ratings (Solicitation Phase Support)

On this page, you will be asked to rate CFM Solicitation Phase support you have received. Solicitation refers to all activities and interactions that occurred subsequent to the project being released as a request for proposal (RFP), a request for quote (RFQ), or a solicitation for offers (SFO), but before the project was awarded.

*2. Please rate your level of agreement with the following statements pertaining to the CFM Solicitation Phase support that you received.

	1 (Strongly Disagree)	2	3	4	5	6	7	8	9	10 (Strongly Agree)	Can't Answer
CFM solicitation documents were clear	0	0	0	0	0	O	0	O	0	0	0
CFM solicitation documents were comprehensive	0	0	0	0	0	O	O	0	0	0	O
CFM solicitation documents contained accurate technical requirements	O	0	O	O	0	0	0	0	0	O	O
CFM solicitation documents contained consistent technical requirements	O	0	0	O	О	0	0	0	0	O	O
CFM solicitation documents contained clear technical requirements	0	0	0	О	О	0	0	0	0	0	0
CFM solicitation documents contained comprehensive technical requirements	0	0	0	O	O	0	0	0	0	O	O
CFM provided sufficient time for my company to respond to the solicitation request		0	0	0	O	0	0	0	0	О	O
CFM contracting personnel were accessible when I needed to reach them	O	0	0	0	0	0	0	0	0	O	O
CFM contracting personnel responded to my questions in a timely manner	O	О	0	0	0	0	0	0	0	О	0
CFM subcontracting requirements were clear and reasonable	O	0	0	0	0	0	0	0	0	O	0

Section 1: Project Satisfaction Ratings (Award and Post-Award)

On this page, you will be asked to rate CFM Award and Post-Award Phase support you have received. Award Phase refers to activities related to the award of the contract for the project. Post-Award Phase activities entail all activities subsequent to contract award.

*3. Please rate your level of agreement with the following statements pertaining to the CFM Award and Post-Award Phase support that you received.

	1 (Strongly Disagree)	2	3	4	5	6	7	8	9	10 (Strongly Agree)	Can't Answer
The CFM contract award notification was provided in a timely manner	O	0	0	0	0	0	О	О	0	O	0
CFM provided my company with sufficient time to prepare for the contract kickoff meeting	O	0	O	O	O	0	0	O	O	O	O
CFM effectively communicated the key roles and responsibilities of government personnel involved in the project	С	0	O	O	O	C	О	О	0	О	0
CFM has paid invoices in a timely manner	0	O	0	0	0	0	0	O	0	O	0
Contract modifications have been processed in a timely manner	О	0	0	0	0	0	0	0	0	С	O
Contract modifications have been processed accurately	0	0	0	0	0	0	0	0	0	O	0
CFM has reviewed the project schedule regularly	0	0	0	0	0	0	0	0	0	0	0
CFM has been effective in identifying project quality issues	O	0	0	0	0	0	O	O	0	0	O
CFM has been effective at developing schedule recovery plans	О	O	0	0	0	O	0	O	0	0	O

r my business would like to continue to do C C C C C C C C C C C C C C C C C C	In shows genuine concern In yould like to continue to do Company business Yould like to continue to do Company business with CFM Yould like to increase the Company business I do with the found of business with		1 (Strongly	2	3	4	5	6	7	8	9	10 (Strongly	Can Answ
would like to continue to do C C C C C C C C C C C C C	rould like to continue to do C C C C C C C C C C C C C C C C C C	FM shows genuine concern		0	0	O	0	O	O	0	0		0
nount of business I do with FM The CFM acquisition process	rount of business I do with EM The CFM acquisition process	vould like to continue to do	0	0	0	0	0	0	0	0	0	0	0
easier to navigate impared with other federal overnment agencies I have one business with FM typically utilizes the C C C C C C C C C C C C C C C C C C C	easier to navigate mpared with other federal vernment agencies I have ne business with M typically utilizes the C C C C C C C C C M's constructability reviews C C C C C C C construction projects with useful ormation. M's industry days provide C C C C C C C with useful information. Please consider the CFM RFPs or SFOs you have reviewed, but decided not to resport. Describe the factors that typically contribute to your decision not to respond to a CFM	nount of business I do with	0	0	0	O	0	0	0	O	0	O	0
propriate solicitation rategy for its projects. FM's constructability reviews	propriate solicitation ategy for its projects. I'm's constructability reviews	easier to navigate empared with other federal evernment agencies I have	O	С	O	С	O	С	С	O	0	O	0
FM's constructability reviews C C C C C C C C C C C C C C C C C C C	FM's constructability reviews C C C C C C C C C C C C C C C C C C C	propriate solicitation	0	0	O	0	0	0	0	0	0	0	0
e with useful information. Please consider the CFM RFPs or SFOs you have reviewed, but decided not to respond. Describe the factors that typically contribute to your decision not to respond to a CFN	e with useful information. Please consider the CFM RFPs or SFOs you have reviewed, but decided not to respond. Describe the factors that typically contribute to your decision not to respond to a CFM.	r construction projects	0	0	0	0	0	0	0	0	0	О	0
Describe the factors that typically contribute to your decision not to respond to a CFN	. Describe the factors that typically contribute to your decision not to respond to a CFM						_	_		_		0	0
		formation. FM's industry days provide the with useful information. Please consider	the CFN	/I RFP	s or SI	FOs yo	u have	review	ved, bu	ut deci	ded n	ot to res	por

Section 2: General Ratings (Supplier Overall Satisfaction)	
*6. Please rate your overall satisfaction with the CFM acquisition process of Extremely Dissatisfied to 5 = Extremely Satisfied.	n a scale of 1
7. Please consider the entirety of the CFM acquisition lifecycle - from Pre-Soli Post-Award. In the section below, please describe the things you feel CFM D You may respond by solicitation phase or in general.	
8. Please consider the entirety of the CFM acquisition lifecycle - from Pre-Soli Post-Award. In the section below, please describe the things you feel CFM D	
WELL. You may respond by solicitation phase or in general.	
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Meeting / Event Participation	
*9. Have you attended or participated in any CFM industry day forums, pre-proposal conferences, pre-construction conferences, site visits, or kickoff meetings in the past 12 months?	
○ Yes	
O No	
O Unsure	

leeting / Event Satisfaction Rati						
*10. Please indicate which of the fo in over the past 12 months. Select all			ored ev	ents you l	have part	ticipated
CFM Industry Day Forums - Construction and Lease P	rojects					
☐ CFM Pre-Proposal Conferences – Construction and Lo	ease Projects					
☐ CFM Pre-Construction Conferences – Construction Pr	ojects Only					
☐ CFM Site Visits – Architect / Engineer Projects Only						
CFM Kickoff Meetings – Architect / Engineer and Lea	se Projects					
*11. Please rate your satisfaction w Lease Projects) you have attended in			-	-		Can't Answer / Not Applicable
The location of the event	0	\odot	0	0	0	O
The timing of the event	0	0	0	0	0	0
The information provided by CFM during the event	0	0	\odot	0	0	0
The information provided by or in during the event						
Availability of appropriate CFM staff members during the event	0	0	0	0	O	O
Availability of appropriate CFM staff members during the		0	0	0	0	0
Availability of appropriate CFM staff members during the event	o vith the C led in the	C FM pre-pro	oposal c	onference	c es (Const wing are	c
Availability of appropriate CFM staff members during the event Networking opportunities provided through the event *12. Please rate your satisfaction w	o orith the C	C FM pre-pro	oposal c	onference	c es (Const	c truction as:
Availability of appropriate CFM staff members during the event Networking opportunities provided through the event *12. Please rate your satisfaction w	rith the Cled in the	C FM pre-pro past 12 m	oposal c	onference	es (Const wing area	cruction as: Can't Answer / Not
Availability of appropriate CFM staff members during the event Networking opportunities provided through the event *12. Please rate your satisfaction wand Lease Projects) you have attend	rith the Cled in the Extremely Dissatisfied	FM pre-propagation past 12 m	Oposal conths in	onference the follo	es (Const wing are: Extremely Satisfied	cruction as: Can't Answer / Not Applicable
Availability of appropriate CFM staff members during the event Networking opportunities provided through the event *12. Please rate your satisfaction wand Lease Projects) you have attend The location of the event	rith the Cled in the Extremely Dissatisfied	FM pre-propagation past 12 m	Opposal conths in	onference the follo Satisfied	es (Const wing area Extremely Satisfied	Can't Answer / Not Applicable
Availability of appropriate CFM staff members during the event Networking opportunities provided through the event *12. Please rate your satisfaction wand Lease Projects) you have attend The location of the event The timing of the event	rith the Coled in the Extremely Dissatisfied	FM pre-propast 12 m	Opposal cononths in	onference the follo Satisfied	es (Const wing are: Extremely Satisfied	Can't Answer / Not Applicable

*13. Please rate your satisfaction with the CFM pre-construction conferences
(Construction Projects Only) you have attended in the past 12 months in the following
areas:

	Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied	Can't Answer / Not Applicable
The location of the event	0	0	0	0	0	0
The timing of the event	0	0	0	\circ	0	0
The information provided by CFM during the event	0	0	0	0	0	0
Availability of appropriate CFM staff members during the event	0	O	O	0	0	0
Networking opportunities provided through the event	0	0	0	0	0	0

*14. Please rate your satisfaction with the CFM site visits (Architect / Engineer Projects Only) you have attended in the past 12 months in the following areas:

	Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied	Can't Answer / Not Applicable
The location of the event	\odot	0	0	0	lacksquare	0
The timing of the event	0	0	0	0	0	0
The information provided by CFM during the event	0	0	0	0	0	0
Availability of appropriate CFM staff members during the event	0	0	O	0	0	0

*15. Please rate your satisfaction with the CFM kickoff meetings (Architect / Engineer and Lease Projects) you have attended in the past 12 months in the following areas:

	Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied	Can't Answer / Not Applicable
The location of the event	0	0	0	0	0	0
The timing of the event	0	0	0	0	0	0
The information provided by CFM during the event	0	0	0	0	0	0
Availability of appropriate CFM staff members during the	0	O	0	0	0	0

Meeting / Event Open-Ended Feedback	
16. Please use the space below to provide feedback on the ways CFM can industry day forums.	improve its
	A
	v
17. Please use the space below to provide feedback on the ways CFM can proposal conferences.	improve its pre-
	<u>A</u>
	V
18. Please use the space below to provide feedback on the ways CFM can construction conferences.	improve its pre-
	A
	Y
19. Please use the space below to provide feedback on the ways CFM can visits.	improve its site
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	¥

20. Please use the space below to provide feedback on the ways CFM can i	mprove its
kickoff meetings.	
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	$\overline{\mathbf{v}}$

Sup	plier Demographics - Tell US About You
21.	What services does your company provide? Select all that apply.
	General building and heavy construction
	Special trade construction
	Architectural services
	Engineering, surveying, and mapping services
	Specialized design services
	Management, scientific, and technical consulting services
	Developer / Lessor of commercial real estate
	Real estate brokerage services
	Other
22.	Select the company designations below that apply to your company. Select all that
арр	oly.
	Large Business
	Small Business
	Veteran-Owned
	Minority-Owned
	Service-Disabled Veteran-Owned Business (SDVOSB)
	Woman-Owned
	HUB Zone
	I choose not to answer / Can't answer
23.	In what geographic regions does your company operate?
	East
	Central
	West
	I choose not to answer / Can't answer

C 5 to 10° C 10 to 2° C 25 to 5° C 50 to 7° C Greater C I choose P.5. How C Less the C 1 to 3 y C 3 to 5 y C 5 to 10° C More the C I choose C Yes C No C I choose	o 25% o 50% o 75% ater than 75% oose not to answer / Can't ans ow many years haves than 1 year 3 years 5 years 10 years e than 10 years oose not to answer / Can't ans es your company is oose not to answer / Can't ans proximately how in	nswer have an active	ive CFM contra			
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3 to 5 y 5 to 10 More th I choose Yes No I choose	5 years 10 years e than 10 years cose not to answer / Can't ans es your company if cose not to answer / Can't ans	have an active		act?		
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C I choose 26. Does C Yes C No C I choose	es your company h	have an active		act?		
26. Does O Yes O No O I choos	es your company h	have an active		act?		
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contracts Manager / Director roject Manager / Director rogram Manager / Director usiness Development Manager / Director ther (please specify) // Ould you like for someone from CFM to follow up with you on your survey onses?
Project Manager / Director Program Manager / Director Business Development Manager / Director Other (please specify) Would you like for someone from CFM to follow up with you on your survey conses? Yes
Program Manager / Director Business Development Manager / Director Other (please specify) Would you like for someone from CFM to follow up with you on your survey conses? Yes
Project Manager / Director Business Development Manager / Director Other (please specify) Would you like for someone from CFM to follow up with you on your survey conses? Yes No
Other (please specify) Would you like for someone from CFM to follow up with you on your survey conses? Yes
Other (please specify) Would you like for someone from CFM to follow up with you on your survey ponses? Yes
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