

Federal Contractor Certification Program Survey

The Department of Veterans Affairs (VA) Office of Small and Disadvantage Business Utilization (OSDBU) is evaluating its Federal Contractor Certification (FCC) Program. You have been selected to answer this survey because, according to our records, you have enrolled to this program. The collected information will be used to evaluate the program and make improvements as needed. This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Accordingly, we may not conduct or sponsor and you are not required to a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who complete this survey will average 12 minutes. Submission of this form is voluntary and failure to response will have no impact on benefits to which you may be entitled. Your responses will be kept private to the intent of the law and will be incorporated to the answers provided by other respondents.

1. Please list the state or states where you do business:

2. Please check the FCC level or levels you have approved:

____1

____2

3. When did you start the Level 1 Certification?

____ Month

____ Year

____ Never Started (**SURVEY HAS FINISHED**)

4. When did you finish the Level 1 Certification?

____ Month

____ Year

____ Not Finished (**Go to Question#5**)

5. (**If you have not finished Level 1**) Do you expect to finish it? Please use a 5 point scale, where 1 is Definitely Not, and 5 is Definitely Yes.

____1 Definitely Not

____2 Probably Not

____3 Maybe

____4 Probably Yes

____5 Definitely Yes

6. (**If you have not finished Level 1**) What has been the major impediment for you to finish it?

7. When did you start the Level 2 Certification?:

____ Month

____ Year

____ Never Started (**Go to Question #11**)

8. When did you finish the Level 2 Certification?

_____ Month

_____ Year

_____ Not Finished (**Go to Question #9**)

9. (**If you have not finished Level 2**) Do you expect to finish it? Please use a 5 point scale, where 1 is Definitely Not, and 5 is Definitely Yes.

_____ 1 Definitely Not

_____ 2 Probably Not

_____ 3 Maybe

_____ 4 Probably Yes

_____ 5 Definitely Yes

10. (**If you have not finished Level 2 yet**) What has been the major impediment for you to finish it?

11. How helpful was your PTAC counselor while going through the FCC program?

_____ Very Helpful

_____ Helpful

_____ Not very Helpful

12. Why would you say your PTAC counselor was or has not been helpful? (**insert response from Question #11**)

13. Please rank the parts of the Level 1 FCC program that have been more beneficial to you? Please use the number 1 for the most beneficial.

_____ Understanding the FAR

_____ Business Development: market research; marketing practices

_____ How to read, understand and respond to a solicitation

_____ Types of Contracts

_____ Changes, terminations, protests

_____ Subcontracting

_____ Pricing Training; accounting structure; DCAA audits

_____ Developing a QA Plan

_____ Ethics

_____ Introduction to Wide Area Workflow (WAWF)

_____ Other(s). **Please explain**_____

14. **For the following questions, please use a 5 point scale, where 1 is Totally Disagree, and 5 is Totally Agree;**

____ A. I have been able to apply the skills and knowledge gain through the certification to my business.

____ B. I have applied the knowledge gained through the certification program while writing proposals for government contracts.

___C. I feel the certification program is a worthwhile investment of my time and resources.

___D. This certification program has produced positive results in my business.

___E. Due to this program I am more confident when responding to a Request for Proposal (RFP).

___F. This certification program has improved my comfort level when working with Government contracts.

15. Of the contracts your company has been awarded since starting the FCC program, how many of those awards can you attribute to the knowledge gained through the program? **(If none, please go to Question #18)**

16. As identified in question number 15, of those awards that can be attributed to the knowledge provided by the FCC program, how many new employees have you been able to add to your company? _____

17. How many of these new employees are still working on your company? _____

18. As identified in question number, of those awards that can be attributed to the knowledge FCC program, what percentage of your annual revenue does it represent? _____

19. In your own words, how has the FCC program helped you in doing business with the Federal Government?

20. How can the VA improve the FCC program? **(You can select more than one answer)**

_____ Reduce the number of courses

_____ Eliminate the comprehensive/final exam

_____ Receive more support/help from the PTAC counselor

_____ Offer classes (boot camp) in place of online courses

_____ Offer some contracting preference when responding to VA solicitations

_____ Develop the exams/tests for the next levels (Levels 3 and 4)

_____ Have a PTAC FCC counselor in each PTAC office

_____ Promote the program among small business owners

_____ Promote the program among contracting officers and program managers

_____ Other(s). **Please explain** _____

21. For the following questions, please use a 5 point scale, where 1 is Definitely Not at all, and 5 is Definitely Yes. VA is working on making the Level 3 and 4 certifications available.

___A. How probable is that you complete the Level 3 certification once the comprehensive exam becomes available?

____B. How probable is that you complete one of the Level 4 certification for your field (Manufacturing, Information Technology, Services or Construction) once the comprehensive exams become available?

Thank you for your time and the provided information.