

# Pre-Award and Debriefing Satisfaction Survey

## Welcome

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### Page description:

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The valid OMB control number for this information collection: 1225-0088, Expires 08/31/2017. Public reporting burden for this collection information is estimated to average ten (10) minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of the information. The obligation to respond to this collection is voluntary. If you have comments or concerns regarding the status of your individual submission of this form, application or survey, please contact Ngozi Ofili (ofili.ngozi.e@dol.gov) directly.

Thank you for participating in the BOC Customer Service Survey. The purpose of this survey is for us to secure customer feedback related to the current acquisition process. Your responses will help us to assess our performance by identifying strengths and weaknesses in our processes. The survey is estimated to take five minutes to complete, and your responses are anonymous. As you are not receiving this survey until any and all debriefings have been conducted, your responses will not affect the award decision in any way. Please select "Next" at the bottom of the page to begin the survey.

## Customer Feedback

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### Page description:

1. **Requirements Development:** Please select your level of satisfaction with each of the components related to the Requirements Development Process.

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
<b>The agency's vendor engagement methods (e.g., RFIs, draft RFP, pre-award conferences) in fostering early communication and exchange before receipt.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>That the exchange offered by any industry day(s) offered valuable information that improved your understanding of the agency's requirements.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>With the agency's understanding of your firm's marketplace.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>With the clarity of the final requirements.</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. **Solicitation Phase:** Please select your level of satisfaction with each of the components related to the Solicitation Phase.

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
That the agency kept vendors informed about any delays in the solicitation process (considering both the initial release and any subsequent delays).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
That the solicitation included clear proposal submission instructions that sufficiently guided offerors or respondents in preparing proposals or responses to requests for information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
That the government chose an appropriate contract type.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
That the government chose an appropriate source selection methodology.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
That the agency answered questions regarding the solicitation in such a way that it helped you to prepare the proposal.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With the opportunity to propose unique and innovative solutions (i.e., the solicitation promoted innovation).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With the clarity of the solicitation's evaluation criteria.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With the amount of time the agency gave to submit a proposal.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
That the solicitation's evaluation criteria allowed for the best selection among competing proposals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. **Award Execution and Debriefings:** Please select your level of satisfaction with each of the components related to the Award Execution and Debriefings.

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
With the agency's resolution of the issues/concerns related to the contracting process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With the robustness of the agency's debriefing (i.e., it allowed you to understand how to improve on similar efforts in the future).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with your overall experience on this acquisition.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Please provide any additional comments.

5. Are you a small business?

- Yes
- No

**Thank You!**

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Thank you for taking our survey. Your response is very important to us.