

Agency's email sending out Survey Monkey Link:

*Subject: Satisfaction Survey: Acquisition 360 - Department of Education*

*During the past 12 months, your firm submitted an offer in response to a solicitation issued by the Department of Education from its procurement offices.*

*The Department of Education would appreciate your company's feedback on it's acquisition process, as your answers will help us assess our performance and identify strengths and weaknesses. Your company is encouraged, but not required, to respond to this survey. This survey should take no more than ten (10) minutes to complete. The results will not be published or made publicly available and is strictly voluntary. The opinions expressed in this survey will in no way impact award decisions.*

You can access this at: <https://www.surveymonkey.com/s/PHJXKFR>

*If you would like to respond, but are experiencing difficulty please contact the person below for assistance. Please submit your response within the next thirty (30) days via Survey Monkey.*

*Instructions:*

- 1. Click the link to the survey.*
- 2. Use Google Chrome or Firefox to access the survey.*
- 3. If you have any technical difficulties please contact Cady Walker at (202) 245-6299 or Cady.Walker@ed.gov.*

*Cady Walker  
Cady.Walker@ed.gov  
(202) 245-6299*

#### **Paperwork Reduction Act Burden Statement**

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 is 1880-0542. Public reporting burden for this collection of 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 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 survey, please contact Cady Walker (202)245-6299 or Cady.Walker@ed.gov directly.

### Rate The Agency

#### Welcome to the Pre-Award & Debriefing Satisfaction Survey

Your firm submitted an offer in response to a solicitation issued by the Department of Education - Contracts Acquisitions Management (CAM) or Federal Student Aid (FSA). Please provide us with your feedback on the pre-award and debriefing phase of the acquisition process. We are collecting this data to help assess our performance and identify our strengths and weaknesses. Your firm is encouraged, but not required to respond to this survey. The survey should take no more than 10 minutes to complete. The survey is confidential, so your answers will not be connected with your firm's offer. The results from the survey will not be published or made available to the public. Please submit your response within the next thirty days to: **Cady.Walker@ed.gov**. Thank you for your time and consideration.

Next

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### Rate The Agency

#### Pre-Award & Debriefing Satisfaction Survey

1. Your firm submitted an offer for Solicitation Number:

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### Rate The Agency

#### Pre-Award & Debriefing Satisfaction Survey

2. Your firm submitted the solicitation to which procurement office?

Contracts Acquisitions Management (CAM)  
Federal Student Aid (FSA)

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### Rate The Agency

#### Pre-Award & Debriefing Satisfaction Survey

3. Please rate your level of satisfaction on a scale of 1 to 5, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied".

	1 - Very Dissatisfied	2	3 - Neither Satisfied nor Dissatisfied	4	5 - Very Satisfied
With the agency's vendor engagement methods (e.g., RFIs, draft RFP, pre-award conferences) in fostering early communication and exchange before receipt of proposals?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
That the exchange offered by any industry day(s) offered valuable information that improved your understanding of the agency's requirements?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With the agency's understanding of your firm's marketplace?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With the clarity of the final requirements?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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### Rate The Agency

#### Pre-Award & Debriefing Satisfaction Survey

**4. Please rate your level of satisfaction on a scale of 1 to 5, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied."**  
**Solicitation Phase - How satisfied were you:**

	1 - Very Dissatisfied	2	3 - Neither Satisfied nor Dissatisfied	4	5 - Very Satisfied
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"/>

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### Rate The Agency

#### Pre-Award & Debriefing Satisfaction Survey

**5. Please rate your level of satisfaction on a scale of 1 to 5, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied."**  
**Award Execution and Debriefings- How satisfied were you:**

	1 - Very Dissatisfied	2	3 - Neither Satisfied nor Dissatisfied	4	5 - Very Satisfied
With the agency's resolution of 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"/>

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### Rate The Agency

#### Pre-Award & Debriefing Satisfaction Survey

6. Please rate your level of satisfaction on a scale of 1 to 5, with 5 being "Very Satisfied" and 1 being "Very Dissatisfied"

1 - Very Dissatisfied      3 - Neither Satisfied nor Dissatisfied      5 - Very Satisfied

How satisfied were you with your overall experience on this acquisition?

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### Rate The Agency

#### Pre-Award & Debriefing Satisfaction Survey

7. Please provide any additional comments:(limit 120 characters)

8. Are you a small business?

Yes  
No

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