



Evaluation of OAG's Participation in Procurement

Welcome

Thank you for participating in the evaluation of OAG's performance in the procurement process.

* 1. Program Office

Social Security Administration - Office of Acquisition and Grants

* 2. Solicitation # (copy from email)



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Planning

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

3. How satisfied were you that the program office conducted meaningful market research?

5 - Very Satisfied 4 3 2 1 - Very Dissatisfied N/A

4. How satisfied were you with the program office's ability to provide any necessary documents allowing for the timely completion of the acquisition package?

5 - Very Satisfied 4 3 2 1 - Very Dissatisfied N/A

5. How satisfied were you that the program office allotted adequate time for a successful procurement?

5 - Very Satisfied 4 3 2 1 - Very Dissatisfied N/A

6. How satisfied were you that the program office allotted adequate resources to allow for a successful procurement?

5 - Very Satisfied	4	3	2	1 - Very Dissatisfied	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Communication

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

7. How satisfied were you with the clarity and effectiveness of the program office's communication of their needs and time constraints?

5 - Very Satisfied	4	3	2	1 - Very Dissatisfied	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. How satisfied were you with the program office's responsiveness to your questions (communicating in a clear, courteous, timely, and professional manner)?

5 - Very Satisfied	4	3	2	1 - Very Dissatisfied	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. How satisfied were you with your understanding on how - and to whom - you should elevate problems for resolution in the program office?

5 - Very Satisfied	4	3	2	1 - Very Dissatisfied	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. How satisfied were you with the program office's technical expertise in evaluating proposals?

5 - Very Satisfied	4	3	2	1 - Very Dissatisfied	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Overall

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

11. How satisfied were you with the overall support provided by the program office in the acquisition process?

5 - Very Satisfied

4

3

2

1 - Very Dissatisfied

N/A

12. Please provide any additional comments:



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For Awards Made Using Government-Wide Acquisition Contracts (GWACS) or GSA Schedules

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

13. Please rate your overall satisfaction with the contract vehicle based upon the outcomes you have experiences so far.

5 - Very Satisfied

4

3

2

1 - Very Dissatisfied

N/A

14. Which of the following criteria played a role in your selection of this contract vehicle? (Check all that apply)

Saves time

Flexibility

Ease of use

Familiarity

Vendor access

Ability to meet small business goals

Ability to meet sustainability goals

Complies with agency policy

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. §3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number is 0960-0788. We estimate that it will take about **10 minutes** to read the instructions, gather the facts, and answer the questions. You may send comments on our time estimate above to: *SSA, 6401 Security Blvd., Baltimore, MD 21235-6401*. ***Send only comments relating to our time estimate to this address, not the completed form.***

Sample Agency's email sending out the Survey Link:

Subject: Satisfaction Survey: Acquisition 360 - Social Security Administration (SSA)

Your firm submitted an offer in response to a solicitation issued by the SSA's Office of Acquisition and Grants.

SSA would appreciate your company's feedback on the 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, we will not publish or make publicly available the results, and it is strictly voluntary. We will issue the survey after conducting any debriefings. Your survey response will not affect the award decision in any way.

You can access the survey at: <INSERT HYPERLINK>

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

*Regina van Houten
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Email: Regina.van.houten@ssa.gov*