



Pre-Award & Debriefing Satisfaction Survey

Welcome

Please provide us with your feedback on the acquisition process. Your answers will help us assess our performance and identify our strengths and weaknesses. The survey should take no more than 10 minutes to complete. The survey will be issued after any and all debriefings have been conducted and therefore cannot impact the award decision in any way. The results from the survey will not be published or made publicly available.

Please submit your response within the next thirty days.

* 1. Your firm submitted an offer for:

Solicitation Number:

from procurement office:



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Requirements Development Process

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

2. How satisfied were you 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?

5	4	3	2	1	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. How satisfied were you that the exchange offered by any industry day(s) offered valuable information that improved your understanding of the agency's requirements?

5	4	3	2	1	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. How satisfied were you with the agency's understanding of your firm's marketplace?

5	4	3	2	1	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. How satisfied were you with the clarity of the final requirements?

5	4	3	2	1	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Solicitation Phase

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

6. How satisfied were you that the agency kept vendors informed about any delays in the solicitation process (considering both the initial release and any subsequent delays)?

5	4	3	2	1	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. How satisfied were you that the solicitation included clear proposal submission instructions that sufficiently guided offerors or respondents in preparing proposals or responses to requests for information?

5	4	3	2	1	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 that the government chose an appropriate contract type?

5	4	3	2	1	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 that the government chose an appropriate source selection methodology?

5	4	3	2	1	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 that the agency answered questions regarding the solicitation in such a way that it helped you to prepare the proposal?

5	4	3	2	1	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. How satisfied were you with the opportunity to propose unique and innovative solutions (i.e., the solicitation promoted innovation)?

5	4	3	2	1	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. How satisfied were you with the opportunity to propose unique and innovative solutions (i.e., the solicitation promoted innovation)?

5	4	3	2	1	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. How satisfied were you with the amount of time the agency gave to submit a proposal?

5	4	3	2	1	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. How satisfied were you that the solicitation's evaluation criteria allowed for the best selection among competing proposals?

5	4	3	2	1	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Award Execution and Debriefings

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

15. How satisfied were you with the agency’s resolution of issues/concerns related to the contracting process?

5	4	3	2	1	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. How satisfied were you with the robustness of the agency’s debriefing (i.e., it allowed you to understand how to improve on similar efforts in the future)?

5	4	3	2	1
<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.”

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

5	4	3	2	1	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

18. Please provide any additional comments:

19. Are you a small business?

- Yes
 No

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 control number. 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
Social Security Administration
Office of Acquisition and Grants
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Email: Regina.van.houten@ssa.gov*