

Pre-Award Phase Satisfaction Survey

Your firm submitted an offer for Solicitation No. _____. Please provide us with your feedback on the pre-award phase of the acquisition process. Your answers will help us assess our performance and identify our strengths and weaknesses. The survey is voluntary, but your participation is important. Your answers will not be connected with your firm’s name or your offer. Any information identifying you or your company will be removed and only aggregate data will be reported. The results from the survey will not be published or made publicly available. Please submit your response within the next thirty days to: [insert agency contact information here].

AGENCY DISCLOSURE NOTICE: The public reporting burden for this collection of information is estimated to average 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, Executive Services Directorate, Information Management Division, 4800 Mark Center Drive, East Tower, Suite 02G09, Alexandria, VA 22350-3100 (0704-XXXX). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

If you choose, please answer this optional question: Did your firm receive an award? Yes or No

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. The agency understands my firm’s marketplace and appears to have conducted effective market research.	5	4	3	2	1	N/A
2. The agency effectively used one or more methods to engage with the vendor community about the acquisition and receive feedback (e.g., issued an RFI or draft RFP, or held a pre-award conference or industry day) to foster early communication and exchange before receipt of proposals.	5	4	3	2	1	N/A
3. If the agency held an industry day, the exchange offered valuable information that improved our understanding of the agency’s requirements.	5	4	3	2	1	N/A
4. 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
5. The solicitation described the requirements clearly.	5	4	3	2	1	N/A
6. The solicitation’s requirements included a general description of capabilities that permitted my firm to respond with a unique and innovative solution.	5	4	3	2	1	N/A
7. The solicitation included specific evaluation criteria, tailored to the acquisition, which would contribute to a meaningful discrimination and comparison between and among competing proposals.	5	4	3	2	1	N/A
8. The agency answered questions regarding the solicitation in such a way that it helped me to prepare my proposal.	5	4	3	2	1	N/A
9. The agency allowed sufficient time to submit a proposal.	5	4	3	2	1	N/A
10. The agency kept vendors informed about any delays in its initial schedule for the solicitation.	5	4	3	2	1	N/A
11. The contracting officer provided a post-award debriefing that let me clearly know why my firm did or did not get the	5	4	3	2	1	N/A

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
award.						
12. The agency resolved issues/concerns related to the solicitation and acquisition process in a timely manner.	5	4	3	2	1	N/A
13. For any questions that you assigned a high rating, please provide feedback on what, specifically, went well:						
14. For any questions that you assigned a low rating, please provide feedback on what improvements we can make:						
15. If your firm decided not to bid, please explain why:						
16. This survey asks the right questions.	5	4	3	2	1	N/A

Thank you for completing the Pre-Award Phase Satisfaction Survey.