

**Attachment A – “Rate the Agency” Survey**


**Pre-Award & Debriefing Satisfaction Survey**

Your firm submitted an offer for Solicitation No. \_\_\_\_\_ from procurement office \_\_\_\_\_.

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 The results from the survey will not be published or made publicly available.** This is a voluntary survey.

Please submit your response within the next thirty days to: [insert agency contact information here].

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

	Very Satisfied					Very Dissatisfied	
<b>Requirements Development Process - How satisfied were you:</b>							
1. 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	
2. 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	
3. With the agency’s understanding of your firm’s marketplace?	5	4	3	2	1	N/A	
4. With the clarity of the final requirements?	5	4	3	2	1	N/A	
<b>Solicitation Phase - How satisfied were you:</b>							
5. 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	
6. 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	
7. That the government chose an appropriate contract type?	5	4	3	2	1	N/A	
8. That the government chose an appropriate source selection methodology?	5	4	3	2	1	N/A	
9. 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	

10. With the opportunity to propose unique and innovative solutions (i.e., the solicitation promoted innovation)?	5	4	3	2	1	N/A
11. With the clarity of the solicitation's evaluation criteria?	5	4	3	2	1	N/A
12. With the amount of time the agency gave to submit a proposal?	5	4	3	2	1	N/A
13. That the solicitation's evaluation criteria allowed for the best selection among competing proposals?	5	4	3	2	1	N/A
<b>Award Execution and Debriefings- How satisfied were you:</b>						
14. With the agency's resolution of issues/concerns related to the contracting process?	5	4	3	2	1	N/A
15. 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	N/A
<b>16. How satisfied were you with your overall experience on this acquisition?</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>N/A</b>
17. Please provide any additional comments:						
18. Are you a small business?	Yes			No		

**Paperwork Reduction Act**

The public reporting burden to complete this information collection is estimated at 10 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and the completing and reviewing the collected information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number and expiration date. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to DHS's Office of the Chief Procurement Officer, Office of Acquisition Policy and Legislation, 7<sup>th</sup> and D Street, Washington, D.C., ATTN: PRA [OMB Control No. 1601-0014].