

United States Department of Housing and Urban Development

**Rate the Agency Survey**

Supporting Statement for OMB approval

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**Part A: Justification**

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**A.1 Explanation of the Circumstances that Make Data Collection Necessary**

OFPP Memorandum, Acquisition 360 – Improving the Acquisition Process through Timely feedback from external and Internal stakeholder <sup>1</sup>, implements a series of surveys providing agencies with a “360” view of the pre-award and debriefing process. Acquisition 360 is actually a series of 3 surveys per award intended to gather perspectives from not only vendors (both successful and unsuccessful) but also the procurement office and its customer. The surveys do not ask for names nor ask respondents to evaluate personnel, but rather asks if offices were responsive and provided adequate resources and time. Responses are intended to help agencies identify and share best practices as well as areas for improvement.

In order to gather transaction based information, the memo requires the 24 CFO act agencies to implement the three provided surveys for the less of 50 or 5% of new awards for complex information technology (IT) development, systems, or services by the end of Fiscal Year 2015. Prioritizing new, high dollar IT awards will allow for further insight into the acquisition process for complex procurements, and will further support the Administration’s Smarter IT Delivery efforts to ensure that we attract the best businesses as partners and continue to improve our IT acquisition practices. To help agencies jumpstart their implementation, agencies must identify at least two of their largest contracts or orders for a complex IT development, systems or services awarded within the past 6 months and conduct the external survey and two internal surveys retroactively for each of these awards.

**Industry Feedback**

At the conclusion of the final debrief, agencies are instructed to use the survey questions shown in Attachment A (“Rate the Agency Survey”) to seek vendor feedback. Agencies may add questions to the survey to meet their specific needs, but shall retain the core set of questions.

**Internal Customer Satisfaction Feedback**

To ensure that valuable feedback from the entire acquisition team is captured, agencies shall use the questions shown in Attachment B (“Evaluation of the Contracting Operation”) for program offices to evaluate their Contracting Offices, and Attachment C (“Evaluation of the Program Offices’ Participation in the Procurement”) for Contracting offices to evaluate their customers.

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<sup>1</sup>OFPP Memorandum, Acquisition 360 – Improving the Acquisition Process through timely feedback from External and Internal Customers  
<http://www.whitehouse.gov/sites/default/files/omb/procurement/memo/acquisition-360-improving-acquisition-process-timely-feedback-external-internal-stakeholders.pdf>

In addition to getting feedback on how well the acquisition team worked, OFPP is interested in better understanding why contracting officers choose certain agency solutions over others or why they chose certain contract vehicles.

Agencies must provide OFPP with an aggregate level summary of data from these initial retroactive surveys by July 2015 or within one month of the surveys issuance if non-generic PRA clearance is needed.

## **A.2 Use of the Data**

The results of agencies external and internal surveys shall be submitted to the agencies' Chief Acquisition Officer, Senior Procurement Executive, and other appropriate agency leaders in order to strengthen their acquisition practices. Additionally, agencies will be asked to submit aggregate response data, so that OMB can improve any potential future surveys. HUD will use the responses to identify any best practices and identify any subject areas in need of improvement. We will not evaluate individuals or make programmatic changes.

Feedback collected will be used to complement agencies' regular post award program management activities and performance assessments such as those required by Federal Acquisition Regular (FAR) 42.15 to evaluate contractor performance, to identify planning and engagement practices that lead to better program results.

## **A.3 The Extent of the Use of Technological Collection or Other Forms of Information Technology**

Automated information technology will be use to collect and process data. Emails will be sent to all potential respondents with a Survey Monkey Link.

## **A.4 Efforts to Identify Duplication**

There is no duplication with other existing data collection instruments, nor is the data to be collected through surveys available elsewhere.

## **A.5 Collection of Information Impacts on Small Business or Other Small Entities**

While small businesses may be respondents to the survey, they are encouraged, but not required to respond to this survey. In any case, the impact on any respondent will be minimal due to the short length of time required to respond to the survey instrument.

## **A.6 Describe the Consequences if the Collection is not Conducted**

Successful acquisitions depend on a clear understanding of the market's capabilities and dynamics, and this requires early and meaningful engagement with industry and the application of strong management practices with the agency. Vendors invest considerable time and money in responding to Government requests for proposals (RFPs), and ambiguous requirements,

unnecessarily complex solicitations, and other process challenges greatly increase the burdens on offerors and the cost to the government. Failure to collect this data will impede HUD's ability to improve performance in internal acquisition practices and vendor engagement activities.

**A.7 Explain Any Special Circumstances that Would Cause Information Collection to be Conducted in a Special Manner**

There are no known or anticipated special circumstances that would require data collection in a manner inconsistent with OMB guidelines and the Privacy Act.

**A.8 Publication and Consultation**

**A.8.1 Required Publication in the Federal Register**

Federal Register notice is not required for customer satisfaction surveys. This survey will use the Office of Management and Budget (OMB) approved generic clearance, "HUD Customer Surveys" (OMB No. 2535-0116) to survey internal and external customers.

**A.8.2 Consultation with Persons Outside of the Agency**

There are no known or anticipated consultations with persons outside of HUD.

**A.9 Payments or Gifts to Respondents**

There will be no offer of payment or gifts to respondents who choose to take part in the customer satisfaction survey.

**A.10 Assurance of Confidentiality**

Names will not be recorded on the questionnaires, nor will personal identifying data be stored in the database. Confidentiality of responses will be maintained throughout the data collection. Any demographic information supplied by respondents will be used for analytical purposes only.

**A.11 Sensitive Information**

No questions of a sensitive nature will be asked of respondents.

**A.12 Estimate of Recordkeeping and Reporting Hour Burden on Respondents**

	Number of Respondents	Frequency of Use	Hours/Response	Burden Hours
Survey Responses	70	1	10 minutes	12

The number of respondents is an estimate based loosely on the number of contract actions that will be surveyed.

TOTAL NUMBER OF RESPONDENTS: 70

TOTAL BURDEN HOURS: 12

**A.12.1 Estimate of Hour Burden of Information Collection on Respondents**

It is estimated that participants will require no more than an average of ten minutes to complete each survey. Actual time required will vary based on participant reading speed and level.

**A.12.2 Estimate of Costs to Respondents for Burden of Information Collection**

There is no cost to the respondents to complete the survey.

**A.13 Costs to Respondents for Record Keeping**

There are no costs to the respondents for record keeping.

**A.14 Annualized Costs to the Federal Government**

Costs to the Government include Survey Monkey license. There are no additional costs to the Government.

**A.15 Reason for any Program Change or Adjustments reported in A.13 or A.14**

This is new data collection.

**A.16 Analysis Plan and Time Schedule for Project**

**A.16.1 Analysis Plan**

Analysis will focus on customer satisfaction through use of transactional data. . Special attention will be paid to suggestions for improvement. Analysis will focus on user satisfaction by type of user.

The objective of the analysis is to improve the efficiency and effectiveness of the acquisition process so that we can partner with the best and most innovative companies and reduce the cost of the acquisition process for all stakeholders

**A.17 Seeking Approval Not to Display OMB Expiration Date**

No approval is sought

**A.18 Consistency with 5 CFR 1320.6**

The data collection will be conducted according to the guidelines specified in 5 CFR 1320.6. No special circumstances that would require inconsistency with these guidelines are known or anticipated.

**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.**

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 agencies 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	5	4	3	2	1	N/A

subsequent delays?						
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 sources 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 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 Executions 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 your to	5	4	3	2	1	N/A

understand how to improve on similar efforts in the future)?						
<b>16. With you overall experience on this acquisition?</b>	5	4	3	2	1	N/A
17. Please provide any additional comments						
18. Are you a small business?	Yes			No		

## Attachment B – Evaluation of the Contracting Operation

As you recently worked with the \_\_\_\_\_ procurement office on solicitation # \_\_\_\_\_ in making an award, please evaluate your experience.

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>Planning – How satisfied were you:</b>						
1. With the acquisition milestone schedule?	5	4	3	2	1	N/A
2. With the procurement office’s ability to keep you informed of any changes to the acquisition milestone schedule?	5	4	3	2	1	N/A
3. With the procurement office’s assistance in the Acquisition Plan process, which allowed you to better understand and participate in the procurement?	5	4	3	2	1	N/A
<b>Communication – How satisfied were you:</b>						
5. With the procurement office’s responsiveness to your questions (communicating in a clear, courteous, timely and professional manner)?	5	4	3	2	1	N/A
6. With the procurement office’s effectiveness in resolving any issues or delays encountered during the acquisition process?	5	4	3	2	1	N/A
7. With your understanding on how – and to whom- you should elevate problems for resolution?	5	4	3	2	1	N/A
8. With early communications describing the roles and	5	4	3	2	1	N/A



responsibilities of the procurement office and of your office (program office)?						
<b>9. How satisfied were you with the overall support provided by the procurement office in the acquisition process?</b>	5	4	3	2	1	N/A
10. Please provide any additional comments:						
11. Were you part of an IPT (Integrated Procurement Team)	Yes			No		
Reminder: After one year, or completion of performance, work with your Contracting Officer (CO) to evaluate the contract awardee's performance in CPARS						

### Attachment C – Evaluation of the Program Office’s Participation in the Procurement

As you recently worked with the \_\_\_\_\_ program office on solicitation # \_\_\_\_\_, please evaluate your experience.

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>Planning – How satisfied were you:</b>						
1. That the program office conducted meaningful market research?	5	4	3	2	1	N/A
2. With the program office’s ability to provide any necessary documents allowing for the timely completion of the acquisition package?	5	4	3	2	1	N/A
3. That the program office allotted adequate time for a successful procurement?	5	4	3	2	1	N/A
4. That the program office allotted adequate resources for a successful procurement?						
<b>Communication – How satisfied were you:</b>						
5. With the clarity and effectiveness of the program office’s communication of their needs and time constraints?	5	4	3	2	1	N/A
6. With the program office’s responsiveness to your questions (communicating in a clear, courteous, timely and professional manner)?	5	4	3	2	1	N/A
7. With your understanding on how – and to whom- you should elevate problems for	5	4	3	2	1	N/A

resolution in the program office?						
8. With the program office's technical expertise in evaluating proposals?	5	4	3	2	1	N/A
<b>9. How satisfied were you with the overall support provided by the program office in the acquisition process?</b>	5	4	3	2	1	N/A
10. Please provide any additional comments:						
Reminder: After one year, or completion of performance, work with your Contracting Officer's Representative (COR) to evaluate the contract awardee's performance in CPARS						

For awards made using Government-wide Acquisition Contracts (GWACs) or GSA Schedules	Very Satisfied				Very Dissatisfied	
1. Please rate your overall satisfaction with contract vehicle based upon the outcomes you have experienced so far.	5	4	3	2	1	N/A
2. 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 <input type="checkbox"/>					

