

**NATIONAL PARK SERVICE
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 response is voluntary. Your answers will help us assess our performance and identify our strengths and weaknesses. Your responses will not be connected with your firm’s name or your offer. The results from the survey will not be published or made publicly available.

Please submit your response within the next 30 days to NPS_BPC@nps.gov. If you have questions, please contact _____.

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

Please circle one response for each statement:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
1. The National Park Service (NPS) understands my firm’s marketplace and appears to have conducted effective market research.	5	4	3	2	1	N/A
2. The NPS effectively used one or more methods to engage with the vendor community about the acquisition and receive feedback (e.g., issued a Request for Information or draft Request for Proposals 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 NPS held an industry day, the exchange offered valuable information that improved your understanding of our 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 NPS 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 NPS allowed sufficient time to submit a proposal.	5	4	3	2	1	N/A

10. The NPS 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 award.	5	4	3	2	1	N/A
12. The NPS 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 rating of 5, please provide feedback on what, specifically, went well:						
14. For any questions that you assigned a rating of 1, please provide feedback on what improvements we can make:						
15. This survey asks the right questions.	5	4	3	2	1	N/A

Paperwork Reduction Act Statement: We estimate the survey will take you 10 minutes to complete, including time to read instructions, gather information, and complete and submit the survey. We will use the information to assess our performance and identify our strengths and weaknesses. Your response is voluntary and results will be anonymous. We may not conduct or sponsor and you are not required to respond to a collection of information unless it displays a currently valid OMB Control Number. You may submit comments on any aspect of this information collection to the Information Collection Clearance Officer, National Park Service, 12201 Sunrise Valley Drive (Room 2C114, Mail Stop 242), Reston, VA 20192.