

**Supplier Perception Survey FY 2015**

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OMB Approval No. 2900-0751

Estimated burden 30 minutes  
Expiration: XXX\_20XX

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Notes:

* An “X” denotes a “select one” option; an “O” denotes “check all that apply.”
* Q39, which asks about business categories, was already in the survey so we only added in Q41, which asks about which offices they interact with.
* The first three tables are randomized both in terms of what order the tables appear and what order each individual question appears within the table.

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| --- | --- | --- | --- | --- | --- | --- |
|  | | | | | | |
|  | Please evaluate your perception of your VA acquisition provider’s supply management practices compared to similar experiences with other companies. If you do business with other government agencies aside from your VA acquisition provider, use other agencies as a point of reference. For each question, select a number from 1 to 5, with 1 representing “much worse than other organizations,” 3 representing “similar to other organizations,” and 5 representing “much better than other organizations.” | | | | | |
|  |  | 1 | 2 | 3 | 4 | 5 |
| Q01 | Timeliness of your VA contracting office communications |  |  |  |  |  |
| Q02 | Quality of your VA contracting office communications |  |  |  |  |  |
| Q03 | Completeness of information communicated by your VA contracting office |  |  |  |  |  |
| Q04 | Your VA contracting office integrity |  |  |  |  |  |
| Q05 | Your VA contracting office technical competence |  |  |  |  |  |
| Q06 | Your VA contracting office procurement competence |  |  |  |  |  |
| Q07 | Your VA contracting office supported offices (ultimate customers) program management competence |  |  |  |  |  |
| Q08 | Transparency of your VA contracting office acquisition/procurement processes |  |  |  |  |  |
| Q09 | Extent to which your VA contracting office provides an effective interface between its management and yours |  |  |  |  |  |
| Q10 | Your VA contracting office ability to present “one face” in your dealings across multiple functions |  |  |  |  |  |
| Q11 | Extent to which your VA contracting office makes it easy for you to succeed in effectively providing the goods and services they procure |  |  |  |  |  |
| Q12 | Your VA contracting office overall procurement process |  |  |  |  |  |

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|  |  | 1 | 2 | 3 | 4 | 5 |
| Q13 | Your VA contracting office cooperation in resolving problems such as invoice rejections, payment, or price discrepancies |  |  |  |  |  |
| Q14 | Your VA contracting office honors contract payment terms |  |  |  |  |  |
| Q15 | Your commitment to your VA contracting office for a long term business relationship |  |  |  |  |  |
| Q16 | Your VA contracting office commitment to you for a long term business relationship |  |  |  |  |  |
| Q17 | Overall quality of the working relationship between your VA contracting office and your company |  |  |  |  |  |
| Q18 | Your VA contracting office collaborates with you to *identify* mutual risk |  |  |  |  |  |
| Q19 | Your VA contracting office collaborates with you to *share* mutual risk |  |  |  |  |  |
| Q20 | Your VA contracting office collaborates with you to *mitigate* mutual risk |  |  |  |  |  |
| Q21 | Your VA contracting office concern for your profitability |  |  |  |  |  |
| Q22 | Your VA contracting office processes to allow you to provide best value |  |  |  |  |  |
| Q23 | Your VA contracting office effectiveness in sharing risk, reducing your need to build risk into your pricing |  |  |  |  |  |
| Q24 | Your VA contracting office effectiveness in focusing on total cost of ownership |  |  |  |  |  |

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|  |  | | 1 | 2 | 3 | 4 | 5 |
| Q25 | Your VA customer’s emphasis on quality and commitment to continuous improvement | |  |  |  |  |  |
| Q26 | Your VA acquisition team’s effectiveness in soliciting and implementing your ideas to improve the quality of the good or services you supply | |  |  |  |  |  |
| Q27 | Consistency/quality of your VA customer’s requirements for documentation such as statements of work, drawings and specifications, etc. | |  |  |  |  |  |
| Q28 | Willingness/desire of your VA customer to commit (fund) quality resources to help you meet quality related requirements | |  |  |  |  |  |
| Q29 | Your VA acquisition team’s in soliciting and implementing your ideas to improve the design or technical specifications of the goods and services you provide | |  |  |  |  |  |
| Q30 | Your VA acquisition team’s effectiveness in integrating your technical resources and expertise into new product development projects | |  |  |  |  |  |
| Q31 | Effectiveness of your VA acquisition team’s written technical requirements in developing the required solution | |  |  |  |  |  |
| Q32 | Effectiveness of your VA acquisition team’s written technical requirements in facilitating easy flow down of requirements to you | |  |  |  |  |  |
| Q33 | Does your VA contracting office **help** you in providing goods and services? If so, how? | | | | | | |
|  | X | [Open Ended] | | | | | |

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|  | | |
| Q34 | Does your VA contracting office hinder you in providing goods and services? If so, how? | |
|  | X | [Open Ended] |

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| --- | --- | --- |
|  | | |
| Q35 | Is your VA contracting office a customer of choice? Why or why not? | |
|  | X | [Open Ended] |

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| Q36 | Any general comments on your VA contracting office? | |
|  | X | [Open Ended] |

|  |  |  |
| --- | --- | --- |
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| Q37 | What percentage of your revenue is currently with your VA customers? | |
|  | X | 0-10% |
|  | X | 11%-20% |
|  | X | 21%-30% |
|  | X | 31%-40% |
|  | X | 41%-50% |
|  | X | 51%-60% |
|  | X | 61%-70% |
|  | X | 71%-80% |
|  | X | 81%-90% |
|  | X | 91%-100% |
|  | X | Unsure |

|  |  |  |
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| Q38 | Do you intend to increase the percentage of business you do with your VA customers in the future? | |
|  | X | No |
|  | X | Yes |
|  | X | Unsure |

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| Q39 | What is your business status defined by Federal Standards – NAICS codes and Socio-Economic type? Select all that apply. | |
|  | O | Large Business |
|  | O | Small Business |
|  | O | 8A Business |
|  | O | Woman-owned Business |

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|  |  |  |
| --- | --- | --- |
|  | O | HUBZone Business |
|  | O | Service Disabled Veteran Owned Business |
|  | O | Veteran Owned Business |
|  | O | Small Disadvantaged Owned Business |
|  | O | Other (please specify) |
|  | O | Don’t Know |

|  |  |  |
| --- | --- | --- |
|  | | |
| Q40 | What category is your firm associated with? Select all that apply. | |
|  | O | Pharmaceuticals |
|  | O | Medical Supplies |
|  | O | Medical Equipment |
|  | O | Information Technology |
|  | O | Construction |
|  | O | Design Services |
|  | O | Medical Services |
|  | O | Private Health Care Providers |
|  | O | Dental |
|  | O | Other (please specify) |

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| Q41 | Which of the following VA contracting offices do you interact with? Select all that apply. | |
|  | O | Procurement and Logistics Office (VHA) |
|  | O | National Healthcare Acquisition (NAC) |
|  | O | Veterans Benefits Administration (VBA) |
|  | O | Office of Acquisition Operations (OAO) |
|  | O | Office of Construction & Facilities Management (CFM) |
|  | O | National Cemetery Administration (NCA) |
|  | O | Other (please specify) |
|  | O | Don’t Know |

|  |  |  |
| --- | --- | --- |
|  | | |
| Q42 | How long (in years) has your company done business with VA? | |
|  | X | [drop down] |

|  |  |  |
| --- | --- | --- |
|  | | |
| Q43 | Are you currently under contract with VA? | |
|  | X | No |
|  | X | Yes |

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