

# FY 2016 Contractor Survey

## **Email:**

Please complete this brief survey regarding your experience with the Internal Revenue Service (IRS), Office of Procurement.

This survey is being sent to you because you did business with the IRS Office of Procurement in fiscal year 2016. The survey is voluntary and should take no more than 5 minutes to complete. All responses will remain completely anonymous unless you request to be contacted. The results from this survey will be used to improve our service to you.

To access the survey, click on the link below:

[IRS Procurement Contractor Survey](#)

We value your feedback and look forward to working with you in the future.

## **Privacy Act Notice**

Our authority to request this information is 5 USC 301. The primary purpose for the information is to measure your satisfaction with IRS products and services. While no contractor is currently being used, results might be disclosed to contractors when authorized by law for analysis purposes if needed. Contractors, if used, would be subject to strict privacy requirements. Your response is voluntary. If you do not provide any or all of the information requested, IRS will not have the benefit of using the information to improve service to you.

For the IRS to collect information, we are required to have approval from the Office of Management and Budget. Their approval number for this project is 1545-1432. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the: IRS Special Services Section, 1111 Constitution Avenue, NW, SE:W:CAR:MP:T:M:S - Room 6129, Washington, DC 20224.

## **Survey Questions:**

**1. Compared to your relationship with other Federal Procurement organizations, how would you rate the quality of your relationship with IRS Procurement staff over the last year?**

- Very Dissatisfied (Go to Q1a)
- Dissatisfied (Go to Q1a)
- Neither Dissatisfied nor Satisfied (Go to Q2)

- Satisfied (Go to Q2)
- Very Satisfied (Go to Q2)

**1a. Please explain why you are dissatisfied.**

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**2. How satisfied are you with the following areas:**

a. Timeliness of the procurement action

- Very Dissatisfied
- Dissatisfied
- Neither Dissatisfied nor Satisfied
- Satisfied
- Very Satisfied

b. Communications received from the Procurement staff

- Very Dissatisfied
- Dissatisfied
- Neither Dissatisfied nor Satisfied
- Satisfied
- Very Satisfied

c. Professionalism of the Procurement staff

- Very Dissatisfied
- Dissatisfied
- Neither Dissatisfied nor Satisfied
- Satisfied
- Very Satisfied

**3. The Procurement process was easy to understand and navigate.**

- Yes (Go to Q4)
- No (Go to Q3a)

**3a. You indicated the process was not easy to understand, please explain.**

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**4. Is there anything the Procurement staff could have done to provide you with better customer service? If so, please explain below.**

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**5. Would you like to be contacted by someone to discuss this survey or any concerns you have about Procurement?**

- Yes (Go to Q5a)
- No (Go to Submit Survey)

**5a. How would you prefer to be contacted?**

- Telephone
- Email

**5b. So that we may contact you as requested, please enter your name and phone number in the spaces provided here.**

Name \_\_\_\_\_  
Phone Number \_\_\_\_\_

**5b. So that we may contact you as requested, please enter your name and email address in the spaces provided here.**

Name \_\_\_\_\_  
Email Address \_\_\_\_\_

**Please click the 'Submit' button below to submit your responses.**