

IRS Office of Procurement Contractor Survey

Email:

This survey is being sent to you because you conducted business with the Internal Revenue Service (IRS), Office of Procurement in fiscal year 2018. 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.

This survey is voluntary and will take about 5 minutes to complete. Please click on the link below to access the survey.

%[Contractor Survey]URL%

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests along with the address where you can send comments regarding the study. "The OMB number for this study is 1545-1432. If you have any comments regarding this study, please write to: **IRS, Special Services Committee, SE:W:CAR:MP:T:M:S – Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.**

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

Harrison Smith
Acting Chief Procurement Officer, IRS Procurement

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 confidentiality 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.

Survey Questions:

1. Compared to your relationship with other Federal Procurement organizations, how would you rate the quality of your relationship with the 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. On the previous question, you indicated that you were dissatisfied. Please explain why you are dissatisfied.

2. How satisfied are you with the following areas:

	Very Dissatisfied	Dissatisfied	Neither Dissatisfied nor Satisfied	Satisfied	Very Satisfied
a. Timeliness of the procurement action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Communications received from the Procurement staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Professionalism of the Procurement staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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.

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

5. Do you need to be contacted by someone to discuss any concerns you have about Procurement? *(If you answer yes, your comments may be shared with the service provider)*

- Yes (go to Q5a)
- No (go to submit page)

5a. How would you prefer to be contacted?

- Telephone (go to 5b telephone)
- Email (go to 5b email)

NOTE to REVIEWERS: As for Question 5a (this may be confusing), but yes, both email and phone should be referenced as 5b because if a person chooses the email option, they only see the email question—if a person chooses the telephone option, they only see the phone question. I have the ability in the survey software to branch the questions based on how they answer. If I made one of those answers 5c, then one survey taker would go from 5a to 5c.

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 _____

Submit Survey on last page

Survey Reminder

Two weeks ago, you received an invitation to complete Procurement's Contractor Satisfaction Survey. Your feedback will provide us with valuable information regarding your acquisition experience. This survey is completely voluntary. If you have not had the chance to respond, please take about 5 minutes to complete the survey by clicking on the following link:

%[Contractor Survey]URL%

This survey is scheduled to close on Friday, November 30, 2018.

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests along with the address where you can send comments regarding the study. "The OMB number for this study is 1545-1432. If you have any comments regarding this study, please write to: **IRS, Special Services Committee, SE:W:CAR:MP:T:M:S – Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.**

Thank you in advance for taking the time to complete this survey.

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 confidentiality 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.