

## 2017 Supplier Relationship Management Survey

For PRA Review only – Contents of this box will not be displayed to recipients.

Note that this survey depends on embedded data to determine which questions will be displayed to the recipient. Embedded data are commands built into the survey that draw information from the contact list. Survey responses remain confidential, and personally identifiable information is not solicited.

The embedded data fields that are used in this survey are:

- GSA Program Office (program being rated)
- Schedule (Primary GSA contract through which the supplier does business)

### Screen 1



### **Welcome to the 2017 U.S. GSA FAS Supplier Survey!**

The purpose of this survey is to help the General Services Administration's (GSA's) Federal Acquisition Service (FAS) monitor industry partner satisfaction and identify ways to enhance acquisition processes, procedures, policies, and education.

Providing information is voluntary. Your responses will be completely confidential, will only be released in group summaries, and will not contain personally identifiable data.

If at any point during the survey you need assistance, please feel free to email us with any questions or concerns at [surveys@gsa.gov](mailto:surveys@gsa.gov).

Thank you in advance for completing the survey.

OMB No: 3090-0297

Expires 07/31/2019

Paperwork Reduction Act Statement - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget (OMB) control number. The OMB control number for this collection is 3090-0297. We estimate that it will take 8 minute/s to read the instructions, gather the facts, and answer the questions. Send only comments relating to our time estimate, including suggestions for reducing this burden, or any other aspects of this collection of information to: General Services Administration, Regulatory Secretariat Division (MVCB), ATTN: Ms. Sosa/IC 3090-0297, 1800 F Street, NW, Washington, DC 20405.

## Screen 2



Are you currently approved to provide goods and services to Federal agencies via a GSA contract, Schedule, or other acquisition vehicle?

Yes

No

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If No, then display Screen 3.

If Yes and GSA Program Office (embedded data) = GSA General Supplies and Services, GSA Fleet, GSA Information Technology Category, GSA Center for Travel Management, GSA Center for Transportation Management, or GSA Employee Relocation Resource Center (ERRC), then display Screen 4.

If Yes and GSA Program Office (embedded data) = GSA OASIS, GSA Professional Services Schedule, or GSA Professional Services as a whole, then skip to Screen 6.



Thank you for your willingness to participate in GSA's Federal Acquisition Service's (FAS's) Supplier Relationship Management Survey. At this time, we are only collecting responses from those suppliers that are currently approved to do business via a GSA acquisition vehicle.

If you would like more information about how to do business through FAS's acquisition vehicles, [please visit this website](#).

Thank you again for your willingness to participate.

Thomas Sharpe  
Commissioner, GSA's Federal Acquisition Service

## Screen 4a

Displayed if GSA Program Office (embedded data) = GSA General Supplies and Services.



GSA General Supplies and Services supports federal agencies by managing 16 of GSA's Multiple Award Schedules (MAS). GSA Global Supplies and Services assists government customers with a multitude of product and service offerings. Commercial products range from office furniture, business machines, and supplies to scientific equipment, tools, and pre-fabricated buildings.

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## Screen 4b

Display if GSA Program Office (embedded data) = GSA Fleet:



The General Services Administration Office of Fleet Management (GSA Fleet) provides vehicle solutions to assist federal agencies in effectively and efficiently meeting their vehicle needs. GSA Fleet is the mandatory source for purchasing non-tactical motor vehicles. GSA Fleet also leases non-tactical vehicles to federal agencies and offers ancillary vehicle services that provide a complete fleet management solution for federal agencies.

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## Screen 4c

Display if GSA Program Office (embedded data) = GSA Information Technology Category:



ITC Industry Partners,

Within GSA's Federal Acquisition Service, we are now officially the Office of Information Technology Category (ITC). When you see the acronym ITC instead of ITS in the survey, it's not a typo, but a recognition of an important change to better serve our industry partners. We've realigned and added new divisions within ITC to give both agencies and suppliers more focused support, to improve collaboration and innovation, and to gain operational efficiencies to better serve you. Thank you for your feedback.

Mary Davie

ITC Assistant Commissioner

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## Screen 4d

Display if GSA Program Office (embedded data) = GSA Center for Travel Management:



GSA Federal Acquisition Service's Center for Travel Management is a government-wide center for travel services. Its government-wide solutions include: the City Pair Program (CPP), a discount airfare program; a web-based, end-to-end travel management service (ETS); and a government-managed transient lodging program (FedRooms). In addition, the Center for Travel Management provides long-term lodging, emergency lodging, air charter, Travel Management Centers (TMCs), and travel consulting services.

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## Screen 4e

Display if GSA Program Office (embedded data) = GSA Center for Transportation Management:



GSA Federal Acquisition Service's Center for Transportation Management is a government-wide center for civilian agencies' transportation services. Its offerings include tenders and contract vehicles in support of freight ground and express shipping, local courier services, ground passenger transportation services, and transportation consulting.

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## Screen 4f

Display if GSA Program Office (embedded data) = GSA Employee Relocation Resource Center (ERRC):



GSA Federal Acquisition Service's Employee Relocation Resource Center (ERRC) is a government-wide center for employee relocation products and services. Offerings include move management services, home sale services, property management, relocation software, and household goods movement.

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## Screen 5

Display if GSA Program Office (embedded data) = GSA General Supplies and Services



Which of the following groups of Schedules do you primarily conduct business with? (Select the one group that best applies)

### Administrative and Office Support

Schedule 67	Cameras, Photographic Printers, and Related Supplies and Services
Schedule 75	Office Products/Supplies and Services and New Products Technology
Schedule 76	Publication Media
Schedule 738X	Human Resources and Equal Employment Opportunity Services
Schedule 811B	Shipping, Packaging and Packing Supplies and Services
Schedule 736	Temporary and Administrative Professional Staffing (TAPS)

### Integrated Workplace Acquisition

Schedule 36	Office, Imaging and Document Solutions
Schedule 58-I	Professional Audio/Visual, Telecommunications and Security Solutions
Schedule 71	Furniture
Schedule 71-II-K	Comprehensive Furniture Management Services
Schedule 72	Furnishings and Floor Coverings
Schedule 78	Sports, Promotional, Outdoor, Recreation, Trophies & Signs (SPORTS)

### Facilities Maintenance and Hardware

Schedule 03FAC	Facilities Maintenance and Management
Schedule 51 V	Hardware Superstore

### General Supplies and Building Services

Schedule 56	Buildings and Building Materials/Industrial Services and Supplies
Schedule 66	Scientific Equipment and Services
Schedule 73	Food Service, Hospitality, Cleaning Equipment and Supplies, Chemicals and Services
Schedule 84	Total Solutions for Law Enforcement, Security, Facilities Management, Fire Rescue, Clothing, Marine Craft and Emergency/Disaster Response

N/A

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Screen 6a

Display if GSA Program Office (embedded data) = GSA General Supplies and Services



Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely".

	Not at all likely 1	2	3	4	Very likely 5
How likely are you to recommend GSA General Supplies and Services to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your GSA General Supplies and Services contract?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider GSA General Supplies and Services as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 6b

Display if GSA Program Office (embedded data) = GSA Fleet



Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely".

	Not at all likely 1	2	3	4	Very likely 5
How likely are you to recommend GSA Fleet to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your GSA Fleet contract?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider GSA Fleet as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 6c

Display if GSA Program Office (embedded data) = GSA Professional Services Schedule



Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely".

	Not at all likely 1	2	3	4	Very likely 5
How likely are you to recommend GSA Professional Services Schedule to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your GSA Professional Services Schedule contract?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider GSA Professional Services Schedule as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 6d

Display if GSA Program Office (embedded data) = GSA OASIS



Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely".

	Not at all likely 1	2	3	4	Very likely 5
How likely are you to recommend GSA OASIS to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your GSA OASIS contract?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider GSA OASIS as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 6e

Display if GSA Program Office (embedded data) = GSA Professional Services as a whole



Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely".

	Not at all likely 1	2	3	4	Very likely 5
How likely are you to recommend GSA Professional Services as a whole to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your GSA Professional Services as a whole contract?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider GSA Professional Services as a whole as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 6f

Display if GSA Program Office (embedded data) = GSA Center for Travel Management



Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely".

	Not at all likely 1	2	3	4	Very likely 5
How likely are you to recommend GSA Center for Travel Management to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your GSA Center for Travel Management contract?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider GSA Center for Travel Management as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 6g

Display if GSA Program Office (embedded data) = GSA Center for Transportation Management



Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely".

	Not at all likely 1	2	3	4	Very likely 5
How likely are you to recommend GSA Center for Travel Management to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your GSA Center for Travel Management contract?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider GSA Center for Travel Management as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 6h

Display if GSA Program Office (embedded data) = GSA Employee Relocation Resource Center (ERRC)



Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely".

	Not at all likely 1	2	3	4	Very likely 5
How likely are you to recommend GSA Employee Relocation Resource Center (ERRC) to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your GSA Employee Relocation Resource Center (ERRC) contract?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider GSA Employee Relocation Resource Center (ERRC) as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Screen 7a

Display if GSA Program Office (embedded data) = GSA General Supplies and Services



Please consider all of your experiences with GSA General Supplies and Services, and rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied".

	Very dissatisfied				Very satisfied
	1	2	3	4	5
Subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Screen 7b

Display if GSA Program Office (embedded data) = GSA Fleet



Please consider all of your experiences with GSA Fleet, and rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied".

	Very dissatisfied				Very satisfied
	1	2	3	4	5
Subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 7c

Display if GSA Program Office (embedded data) = GSA Professional Services Schedule



Please consider all of your experiences with GSA Professional Services Schedule, and rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied".

	Very dissatisfied 1	2	3	4	Very satisfied 5
Subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Screen 7d

Display if GSA Program Office (embedded data) = GSA OASIS



Please consider all of your experiences with GSA OASIS, and rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied".

	Very dissatisfied 1	2	3	4	Very satisfied 5
Subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 7e

Display if GSA Program Office (embedded data) = GSA Professional Services as a whole



Please consider all of your experiences with GSA Professional Services as a whole, and rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied".

	Very dissatisfied 1	2	3	4	Very satisfied 5
Subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 7f

Display if GSA Program Office (embedded data) = GSA Center for Travel Management



Please consider all of your experiences with GSA Center for Travel Management, and rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied".

	Very dissatisfied				Very satisfied
	1	2	3	4	5
Subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 7g

Display if GSA Program Office (embedded data) = GSA Center for Transportation Management



Please consider all of your experiences with GSA Center for Transportation Management, and rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied".

	Very dissatisfied 1	2	3	4	Very satisfied 5
Subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 7h

Display if GSA Program Office (embedded data) = GSA Employee Relocation Resource Center (ERRC)



Please consider all of your experiences with GSA Employee Relocation Resource Center (ERRC), and rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied".

	Very dissatisfied 1	2	3	4	Very satisfied 5
Subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Screen 8a

Display if GSA Program Office (embedded data) = GSA General Supplies and Services



Please consider all of your experiences interacting with GSA General Supplies and Services. How satisfied are you with GSA General Supplies and Services?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What could GSA do to enhance the services it provides to you? (Check all that apply)

Enhance relationship partnerships

Improve technology

Provide industry days

Provide more training

Provide more timely communication

Provide advance notice of changes

Improve flexibility

Other

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## Screen 8b

Display if GSA Program Office (embedded data) = GSA Fleet



Please consider all of your experiences interacting with GSA Fleet. How satisfied are you with GSA Fleet?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What could GSA do to enhance the services it provides to you? (Check all that apply)

Enhance relationship partnerships

Improve technology

Provide industry days

Provide more training

Provide more timely communication

Provide advance notice of changes

Improve flexibility

Other

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## Screen 8c

Display if GSA Program Office (embedded data) = GSA Professional Services Schedule



Please consider all of your experiences interacting with GSA Professional Services Schedule. How satisfied are you with GSA Professional Services Schedule?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What could GSA do to enhance the services it provides to you? (Check all that apply)

Enhance relationship partnerships

Improve technology

Provide industry days

Provide more training

Provide more timely communication

Provide advance notice of changes

Improve flexibility

Other

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## Screen 8d

Display if GSA Program Office (embedded data) = GSA OASIS



Please consider all of your experiences interacting with GSA OASIS. How satisfied are you with GSA OASIS?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What could GSA do to enhance the services it provides to you? (Check all that apply)

Enhance relationship partnerships

Improve technology

Provide industry days

Provide more training

Provide more timely communication

Provide advance notice of changes

Improve flexibility

Other

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## Screen 8e

Display if GSA Program Office (embedded data) = GSA Professional Services as a whole



Please consider all of your experiences interacting with GSA Professional Services as a whole. How satisfied are you with GSA Professional Services as a whole?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What could GSA do to enhance the services it provides to you? (Check all that apply)

Enhance relationship partnerships

Improve technology

Provide industry days

Provide more training

Provide more timely communication

Provide advance notice of changes

Improve flexibility

Other

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## Screen 8f

Display if GSA Program Office (embedded data) = GSA Center for Travel Management



Please consider all of your experiences interacting with GSA Center for Travel Management. How satisfied are you with GSA Center for Travel Management?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What could GSA do to enhance the services it provides to you? (Check all that apply)

Enhance relationship partnerships

Improve technology

Provide industry days

Provide more training

Provide more timely communication

Provide advance notice of changes

Improve flexibility

Other

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## Screen 8g

Display if GSA Program Office (embedded data) = GSA Center for Transportation Management



Please consider all of your experiences interacting with GSA Center for Transportation Management. How satisfied are you with GSA Center for Transportation Management?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What could GSA do to enhance the services it provides to you? (Check all that apply)

Enhance relationship partnerships

Improve technology

Provide industry days

Provide more training

Provide more timely communication

Provide advance notice of changes

Improve flexibility

Other

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## Screen 8h

Display if GSA Program Office (embedded data) = GSA Employee Relocation Resource Center (ERRC)



Please consider all of your experiences interacting with GSA Employee Relocation Resource Center (ERRC). How satisfied are you with GSA Employee Relocation Resource Center (ERRC)?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What could GSA do to enhance the services it provides to you? (Check all that apply)

Enhance relationship partnerships

Improve technology

Provide industry days

Provide more training

Provide more timely communication

Provide advance notice of changes

Improve flexibility

Other

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## Screen 9

Display if GSA Program Office (embedded data) = GSA Information Technology Category



Which IT acquisition solution(s) do you primarily use to sell to Federal agencies through GSA ITC? Please select up to **two** contract vehicles.

If you have used more than two contract vehicles in the last 12 months, please choose the two for which you would most like to provide feedback.

Connections II

GWAC - 8a STARS II

GWAC - Alliant

GWAC - Alliant SB

GWAC - VETS

FedRelay

FSSI Wireless BPAs

HSPD-12 / USAccess

Networx

Regional Telecommunications Program / Local Service Agreements

SATCOM

Schedule 70

Washington Interagency Telecommunications Systems III (WITS III) Acquisition

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If Schedule 70 is selected, then display Screen 10.

## Screen 10

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if Schedule 70 is selected on Screen 9.



What types of items does your company primarily sell through its Schedule 70 contract?

Products and product maintenance

Software and software maintenance

Services

We have not had sales through our Schedule 70 contract.

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## Screen 11a

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if Connections II is selected on Screen 9.



Please answer the following questions based on your experience with Connections II.

Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely".

	Not at all likely 1	2	3	4	Very likely 5
How likely are you to recommend Connections II to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your Connections II contract?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider Connections II as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied".

	Very dissatisfied 1	2	3	4	Very satisfied 5
Subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Screen 11b

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if GWAC - 8a STARS is selected on Screen 9.



Please answer the following questions based on your experience with GWAC - 8a STARS II.

Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely".

	Not at all likely 1	2	3	4	Very likely 5
How likely are you to recommend GWAC - 8a STARS II to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your GWAC - 8a STARS II contract?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider GWAC - 8a STARS II as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied".

	Very dissatisfied 1	2	3	4	Very satisfied 5
Subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Screen 11c

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if GWAC - Alliant is selected on Screen 9.



Please answer the following questions based on your experience with GWAC - Alliant.

Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely".

	Not at all likely 1	2	3	4	Very likely 5
How likely are you to recommend GWAC - Alliant to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your GWAC - Alliant contract?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider GWAC - Alliant as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied".

	Very dissatisfied 1	2	3	4	Very satisfied 5
Subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Screen 11d

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if GWAC - Alliant SB is selected on Screen 9.



Please answer the following questions based on your experience with GWAC - Alliant SB.

Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely".

	Not at all likely 1	2	3	4	Very likely 5
How likely are you to recommend GWAC - Alliant SB to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your GWAC - Alliant SB contract?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider GWAC - Alliant SB as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied".

	Very dissatisfied 1	2	3	4	Very satisfied 5
Subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Screen 11e

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if GWAC - VETS is selected on Screen 9.



Please answer the following questions based on your experience with GWAC - VETS.

Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely".

	Not at all likely 1	2	3	4	Very likely 5
How likely are you to recommend GWAC - VETS to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your GWAC - VETS contract?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider GWAC - VETS as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied".

	Very dissatisfied 1	2	3	4	Very satisfied 5
Subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Screen 11f

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if FedRelay is selected on Screen 9.



Please answer the following questions based on your experience with FedRelay.

Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely".

	Not at all likely 1	2	3	4	Very likely 5
How likely are you to recommend FedRelay to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your FedRelay contract?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider FedRelay as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied".

	Very dissatisfied 1	2	3	4	Very satisfied 5
Subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Screen 11g

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if FSSI Wireless BPAs is selected on Screen 9.



Please answer the following questions based on your experience with FSSI Wireless BPAs.

Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely".

	Not at all likely 1	2	3	4	Very likely 5
How likely are you to recommend FSSI Wireless BPAs to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your FSSI Wireless BPAs contract?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider FSSI Wireless BPAs as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied".

	Very dissatisfied 1	2	3	4	Very satisfied 5
Subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Screen 11h

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if HSPD-12 / USAccess is selected on Screen 9.



Please answer the following questions based on your experience with HSPD-12 / USAccess.

Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely".

	Not at all likely 1	2	3	4	Very likely 5
How likely are you to recommend HSPD-12 / USAccess to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your HSPD-12 / USAccess contract?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider HSPD-12 / USAccess as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied".

	Very dissatisfied 1	2	3	4	Very satisfied 5
Subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Screen 11i

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if Networx is selected on Screen 9.



Please answer the following questions based on your experience with Networx.

Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely".

	Not at all likely 1	2	3	4	Very likely 5
How likely are you to recommend Networx to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your Networx contract?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider Networx as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied".

	Very dissatisfied 1	2	3	4	Very satisfied 5
Subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Screen 11j

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if Regional Telecommunications Program / Local Service Agreements is selected on Screen 9.



Please answer the following questions based on your experience with Regional Telecommunications Program / Local Service Agreements.

Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely".

	Not at all likely 1	2	3	4	Very likely 5
How likely are you to recommend Regional Telecommunications Program / Local Service Agreements to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your Regional Telecommunications Program / Local Service Agreements contract?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider Regional Telecommunications Program / Local Service Agreements as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied".

	Very dissatisfied 1	2	3	4	Very satisfied 5
Subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Screen 11k

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if SATCOM is selected on Screen 9.



Please answer the following questions based on your experience with SATCOM.

Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely".

	Not at all likely 1	2	3	4	Very likely 5
How likely are you to recommend SATCOM to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your SATCOM contract?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider SATCOM as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied".

	Very dissatisfied 1	2	3	4	Very satisfied 5
Subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Screen 11I

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if Schedule 70 is selected on Screen 9.



Please answer the following questions based on your experience with Schedule 70.

Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely".

	Not at all likely 1	2	3	4	Very likely 5
How likely are you to recommend Schedule 70 to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your Schedule 70 contract?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider Schedule 70 as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied".

	Very dissatisfied 1	2	3	4	Very satisfied 5
Subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Screen 11m

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if Washington Interagency Telecommunications Systems III (WITS III) Acquisition is selected on Screen 9.



Please answer the following questions based on your experience with Washington Interagency Telecommunications Systems III (WITS III) Acquisition.

Please rate the following items on a 5-point scale where 1 means "Not at all likely" and 5 means "Very likely".

	Not at all likely 1	2	3	4	Very likely 5
How likely are you to recommend Washington Interagency Telecommunications Systems III (WITS III) Acquisition to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your Washington Interagency Telecommunications Systems III (WITS III) Acquisition contract?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If you had the option, how likely would you be to consider Washington Interagency Telecommunications Systems III (WITS III) Acquisition as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please rate the following items on a 5-point scale where 1 means "Very dissatisfied" and 5 means "Very satisfied".

	Very dissatisfied 1	2	3	4	Very satisfied 5
Subject matter expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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## Screen 12a

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if Connections II is selected on Screen 9.



Please consider all of your experiences interacting with ITC Connections II. How satisfied are you with Connections II?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What could Connections II do to enhance the services it provides to you? (Check all that apply)

Enhance relationship partnerships

Improve technology

Provide industry days

Provide more training

Provide more timely communication

Provide advance notice of changes

Improve flexibility

Other

## Screen 12b

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if GWAC – 8a STARS is selected on Screen 9.



Please consider all of your experiences interacting with ITC GWAC - 8a STARS II. How satisfied are you with GWAC - 8a STARS II?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What could GWAC - 8a STARS II do to enhance the services it provides to you? (Check all that apply)

Enhance relationship partnerships

Improve technology

Provide industry days

Provide more training

Provide more timely communication

Provide advance notice of changes

Improve flexibility

Other

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## Screen 12c

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if GWAC - Alliant is selected on Screen 9.



Please consider all of your experiences interacting with ITC GWAC - Alliant. How satisfied are you with GWAC - Alliant?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What could GWAC - Alliant do to enhance the services it provides to you? (Check all that apply)

Enhance relationship partnerships

Improve technology

Provide industry days

Provide more training

Provide more timely communication

Provide advance notice of changes

Improve flexibility

Other

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## Screen 12d

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if GWAC – Alliant SB is selected on Screen 9.



Please consider all of your experiences interacting with ITC GWAC - Alliant SB. How satisfied are you with GWAC - Alliant SB?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What could GWAC - Alliant SB do to enhance the services it provides to you? (Check all that apply)

Enhance relationship partnerships

Improve technology

Provide industry days

Provide more training

Provide more timely communication

Provide advance notice of changes

Improve flexibility

Other

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## Screen 12e

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if GWAC - VETS is selected on Screen 9.



Please consider all of your experiences interacting with ITC GWAC - VETS. How satisfied are you with GWAC - VETS?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What could GWAC - VETS do to enhance the services it provides to you? (Check all that apply)

Enhance relationship partnerships

Improve technology

Provide industry days

Provide more training

Provide more timely communication

Provide advance notice of changes

Improve flexibility

Other

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## Screen 12f

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if FedRelay is selected on Screen 9.



Please consider all of your experiences interacting with ITC FedRelay. How satisfied are you with FedRelay?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What could FedRelay do to enhance the services it provides to you? (Check all that apply)

Enhance relationship partnerships

Improve technology

Provide industry days

Provide more training

Provide more timely communication

Provide advance notice of changes

Improve flexibility

Other

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## Screen 12g

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if FSSI Wireless BPAs is selected on Screen 9.



Please consider all of your experiences interacting with ITC FSSI Wireless BPAs. How satisfied are you with FSSI Wireless BPAs?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What could FSSI Wireless BPAs do to enhance the services it provides to you? (Check all that apply)

Enhance relationship partnerships

Improve technology

Provide industry days

Provide more training

Provide more timely communication

Provide advance notice of changes

Improve flexibility

Other

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## Screen 12h

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if HSPD-12 / USAccess is selected on Screen 9.



Please consider all of your experiences interacting with ITC HSPD-12 / USAccess. How satisfied are you with HSPD-12 / USAccess?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What could HSPD-12 / USAccess do to enhance the services it provides to you? (Check all that apply)

Enhance relationship partnerships

Improve technology

Provide industry days

Provide more training

Provide more timely communication

Provide advance notice of changes

Improve flexibility

Other

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## Screen 12i

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if Networx is selected on Screen 9.



Please consider all of your experiences interacting with ITC Networx. How satisfied are you with Networx?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What could Networx do to enhance the services it provides to you? (Check all that apply)

Enhance relationship partnerships

Improve technology

Provide industry days

Provide more training

Provide more timely communication

Provide advance notice of changes

Improve flexibility

Other

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## Screen 12j

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if Regional Telecommunications Program / Local Service Agreements is selected on Screen 9.



Please consider all of your experiences interacting with ITC Regional Telecommunications Program / Local Service Agreements. How satisfied are you with Regional Telecommunications Program / Local Service Agreements?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What could Regional Telecommunications Program / Local Service Agreements do to enhance the services it provides to you? (Check all that apply)

Enhance relationship partnerships

Improve technology

Provide industry days

Provide more training

Provide more timely communication

Provide advance notice of changes

Improve flexibility

Other

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## Screen 12k

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if SATCOM is selected on Screen 9.



Please consider all of your experiences interacting with ITC SATCOM. How satisfied are you with SATCOM?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What could SATCOM do to enhance the services it provides to you? (Check all that apply)

Enhance relationship partnerships

Improve technology

Provide industry days

Provide more training

Provide more timely communication

Provide advance notice of changes

Improve flexibility

Other

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## Screen 12I

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if Schedule 70 is selected on Screen 9.



Please consider all of your experiences interacting with ITC Schedule 70. How satisfied are you with Schedule 70?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What could Schedule 70 do to enhance the services it provides to you? (Check all that apply)

Enhance relationship partnerships

Improve technology

Provide industry days

Provide more training

Provide more timely communication

Provide advance notice of changes

Improve flexibility

Other

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## Screen 12m

Display if GSA Program Office (embedded data) = GSA Information Technology Category  
AND if Washington Interagency Telecommunications Systems III (WITS III) Acquisition is selected on Screen 9.



Please consider all of your experiences interacting with ITC Washington Interagency Telecommunications Systems III (WITS III) Acquisition. How satisfied are you with Washington Interagency Telecommunications Systems III (WITS III) Acquisition?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What could Washington Interagency Telecommunications Systems III (WITS III) Acquisition do to enhance the services it provides to you? (Check all that apply)

Enhance relationship partnerships

Improve technology

Provide industry days

Provide more training

Provide more timely communication

Provide advance notice of changes

Improve flexibility

Other

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## Screen 13

Display if GSA Program Office (embedded data) = GSA General Supplies and Services



How satisfied are you with the business development and marketing support, including published contacts, that GSA General Supplies & Services provides to help you succeed?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

What training would be beneficial to your efforts in doing business with GSA General Supplies & Services? Select all that apply.

Marketing GSA Schedules

GSA Advantage!®

eBuy Utilization and Registration

Submitting modifications through the eMod portal

eLibrary Contact Information Maintenance

Business opportunities

Other

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Screen 14

Display if GSA Program Office (embedded data) = GSA General Supplies and Services



Please indicate your level of satisfaction with the following:

	Very dissatisfied 1	2	3	4	Very satisfied 5
The quality of communication with your Contracting Officer, including courtesy, clarity, and willingness to assist with questions, problems, or concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The timeliness of your Contracting Officer's responses to your questions, problems, or concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

To what extent do the following aspects of the GSA General Supplies & Services program impede your sales efforts? Please rank them from 1 to 6, with one being the aspect that has the greatest impact.

- Pricing
- IT Systems
- Communication
- Timely Modifications
- Policy
- Other

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Screen 15

Display if GSA Program Office (embedded data) = GSA General Supplies and Services



How often does your company review your approved pricelist for competitive pricing compliance?

Weekly

Monthly

Quarterly

Annually

Other

I am participating in the Transactional Data Reporting (TDR) Pilot and am not subject to this requirement.

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## Screen 16

Display if GSA Program Office (embedded data) = GSA General Supplies and Services



Do you utilize the resources on the GSA Vendor Support Center?

Yes

No

If Yes, then display the following question on the same page:

How satisfied are you with the GSA Vendor Support Center?

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

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## Screen 17

Display if GSA Program Office (embedded data) = GSA General Supplies and Services



Please rank these sources of contract assistance in the order you use them, with one being the source of contract assistance that you use the most.

- Contracting Officer
- Business Development Specialist
- Customer Service Representative
- Vendor Support Center
- Other

How do you prefer to receive updates on policy changes, upcoming training and events, and additional communication from GSA General Supplies & Services? Select all that apply.

- Email
- Interact
- GSA.gov
- Acquisition Gateway
- Other
- 

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## Screen 18

Display if GSA Program Office (embedded data) = GSA Fleet



What additional products and/or services would you recommend GSA Fleet offer to its Federal customers? Select all that apply.

 More vehicle types Aftermarket solutions Other

What specific processes or areas do you feel could be improved in your dealings with GSA Fleet? Select all that apply.

 Response time Notice of opportunities Contract award Other

If you could make one change to improve the service provided by GSA Fleet, what would it be?

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Screen 19

Display if GSA Program Office (embedded data) = GSA Professional Services Schedule  
OR if GSA Program Office (embedded data) = GSA Professional Services as a whole



Please rank the areas or topics that you would like to see addressed at monthly Professional Services Schedule (PSS) webinars. Rank your top five choices from 1 to 5 with one being your first choice.

- Professional Services Category - *Who are we and what do we do?*
- Transactional Data Reporting - *What does it mean and why is it important to you?*
- How to Write a Quality Offer - *And what to expect after it is submitted*
- Your Text File and Understanding the Power of eLibrary
- Partnership in Contract Administration - *To include the mod process*
- A Streamlined Process for Options
- Subcontracting Requirements, Reporting, and Submitting a Plan
- SINS to NAICs - *Can it Work?*
- The Acquisition Gateway and Its Benefits to Industry - *Vendor Demonstration*
- SmartPay 3
- The GSA CALC Tool - *How to use it for market research*

Other

## Screen 20

Display if GSA Program Office (embedded data) = GSA Professional Services Schedule  
OR if GSA Program Office (embedded data) = GSA Professional Services as a whole



Please rate the usefulness of the Professional Services Community on GSA Interact.

Not at all useful
Slightly useful
Moderately useful
Very useful
Extremely useful
N/A

How would you rate your satisfaction with the GSA Professional Services Category (PSC) staff in assisting you to effectively meet customer-driven requirements (i.e. evaluating and processing of offers, options and modifications)?

Very dissatisfied
Somewhat dissatisfied
Neither satisfied nor dissatisfied
Somewhat satisfied
Very satisfied
N/A

## Screen 21

Display if GSA Program Office (embedded data) = GSA Professional Services Schedule  
OR if GSA Program Office (embedded data) = GSA Professional Services as a whole



What consolidation of services would you like to see under Schedule 00CORP for Professional Services?

Combining environmental and engineering services

Carrying all consultants under one SIN

Other

None

---

If you could make one change to improve the service provided by GSA's Professional Services Category, what would it be?

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## Screen 22

Display if GSA Program Office (embedded data) = GSA OASIS  
OR if GSA Program Office (embedded data) = GSA Professional Services as a whole



Please indicate how much you agree or disagree with the following statement:

"The RFIs and RFQs my company receives from GSA's customer agencies are aligned to the work my company performs under the OASIS contracts awarded."

Strongly disagree

Somewhat disagree

Neither agree nor disagree

Somewhat agree

Strongly agree

Please rank the frequency with which you use each source of information below to obtain OASIS Program Updates and Upcoming Events. Rank from 1 to 6, with one being the most frequent and 6 being the least frequent.

GSA.gov

OASIS Interact Community

Acquisition Gateway / Professional Services Hallway

Direct Communication with Program Office (Email, Phone, etc.)

FBO.gov

Other

What changes would you like to see to the OASIS Program Management Reviews (PMRs)? Select all that apply.

Location of PMRs

Enough advance notice of upcoming PMRs

Quality of information

Length of PMR events

Other

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**Screen 23**

Display if GSA Program Office (embedded data) = GSA OASIS  
OR if GSA Program Office (embedded data) = GSA Professional Services as a whole



Have you visited the OASIS website within the last six months?

Yes

No

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## Screen 24

Display if GSA Program Office (embedded data) = GSA OASIS

OR if GSA Program Office (embedded data) = GSA Professional Services as a whole

AND if Yes was selected on Screen 23



What changes would you like to see to the OASIS website? Select all that apply.

Ease in finding information I'm seeking

Relevance of content

Other

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Screen 25a

Display if GSA Program Office = GSA Center for Travel Management



Please rate your level of satisfaction for each of the following items:

	Very dissatisfied 1	2	3	4	Very satisfied 5
The timeliness of GSA Center for Travel Management's communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of GSA Center for Travel Management's communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The transparency of GSA Center for Travel Management's acquisition/procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GSA Center for Travel Management's cooperation in resolving problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall quality of the working relationship between GSA Center for Travel Management and your company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GSA Center for Travel Management's commitment to continuous improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The opportunity your company is given to provide GSA Center for Travel Management with feedback related to improving the quality of the goods and services you provide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 25b

Display if GSA Program Office = GSA Center for Transportation Management



Please rate your level of satisfaction for each of the following items:

	Very dissatisfied				Very satisfied
	1	2	3	4	5
The timeliness of GSA Center for Transportation Management's communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of GSA Center for Transportation Management's communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The transparency of GSA Center for Transportation Management's acquisition/procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GSA Center for Transportation Management's cooperation in resolving problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall quality of the working relationship between GSA Center for Transportation Management and your company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GSA Center for Transportation Management's commitment to continuous improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The opportunity your company is given to provide GSA Center for Transportation Management with feedback related to improving the quality of the goods and services you provide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 25c

Display if GSA Program Office = GSA Employee Relocation Resource Center (ERRC)



Please rate your level of satisfaction for each of the following items:

	Very dissatisfied 1	2	3	4	Very satisfied 5
The timeliness of GSA Employee Relocation Resource Center (ERRC)'s communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of GSA Employee Relocation Resource Center (ERRC)'s communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The transparency of GSA Employee Relocation Resource Center (ERRC)'s acquisition/procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GSA Employee Relocation Resource Center (ERRC)'s cooperation in resolving problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall quality of the working relationship between GSA Employee Relocation Resource Center (ERRC) and your company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GSA Employee Relocation Resource Center (ERRC)'s commitment to continuous improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The opportunity your company is given to provide GSA Employee Relocation Resource Center (ERRC) with feedback related to improving the quality of the goods and services you provide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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**Screen 26a**

Display if GSA Program Office = GSA Center for Travel Management



What additional products and/or services would you recommend GSA Center for Travel Management offer to its Federal customers?

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**Screen 26b**

Display if GSA Program Office = GSA Center for Transportation Management



What additional products and/or services would you recommend GSA Center for Transportation Management offer to its Federal customers?

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**Screen 26c**

Display if GSA Program Office = GSA Employee Relocation Resource Center (ERRC)



What additional products and/or services would you recommend GSA Employee Relocation Resource Center (ERRC) offer to its Federal customers?

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**Screen 27a**

Display if GSA Program Office = GSA Center for Travel Management



What specific processes or areas do you feel could be improved in your dealings with GSA Center for Travel Management?

If you could make one change to improve the service provided by GSA Center for Travel Management, what would it be?

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**Screen 27b**

Display if GSA Program Office = GSA Center for Transportation Management



What specific processes or areas do you feel could be improved in your dealings with GSA Center for Transportation Management?

If you could make one change to improve the service provided by GSA Center for Transportation Management, what would it be?

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**Screen 27c**

Display if GSA Program Office = GSA Employee Relocation Resource Center (ERRC)



What specific processes or areas do you feel could be improved in your dealings with GSA Employee Relocation Resource Center (ERRC)?

If you could make one change to improve the service provided by GSA Employee Relocation Resource Center (ERRC), what would it be?

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## Screen 28

Display if Schedule = 51V, 58-I, 70, 72, 73, 75, 03FAC, or PSS



The Transactional Data Reporting (TDR) pilot is currently open to vendors participating in the following Schedules:

- 51V
- 58I
- 70 (Hardware, Software, and COMSATCOM SINs)
- 72
- 73
- 75
- 03FAC
- Professional Services Schedule (Professional Engineering SINs)

How likely are you to recommend the TDR pilot to other eligible vendors?

Very unlikely

Slightly unlikely

Neither likely nor unlikely

Slightly likely

Very likely

I am not participating in the TDR pilot.

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If "I am not participating in the TDR pilot" is selected, skip to Screen 31.

Screen 29

Display if Schedule = 51V, 58-I, 70, 72, 73, 75, 03FAC, or PSS



Please indicate your level of satisfaction with GSA's support in transitioning to the FAS Sales Reporting System.

Very dissatisfied

Somewhat dissatisfied

Neither satisfied nor dissatisfied

Somewhat satisfied

Very satisfied

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## Screen 30

Display if Schedule = 51V, 58-I, 70, 72, 73, 75, 03FAC, or PSS



How would you rate GSA's communication related to the TDR pilot?

Ineffective

Moderately effective

Effective

Highly effective

Other

How would you rate GSA's training related to the TDR pilot?

Ineffective

Moderately effective

Effective

Highly effective

Other

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## Screen 31

Displayed to all respondents.



Please provide any additional comments.

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Screen 32

Displayed to all respondents.



Do you provide products or services through one or more of the contract solutions below?  
(Check all that apply)

GSA Multiple Awards Schedule (MAS, Schedules)

GSA Government-wide acquisition contracts (GWACs)

Multiple award indefinite-delivery, indefinite-quantity contracts (IDIQs)

GSA Blanket Purchase Agreements (BPAs)

GSA Lease

Open market contract actions

Other U.S. government-wide contract vehicles

Other State & Local contract vehicles

Other



**Screen 32 - Continued**

Displayed to all respondents.

How do you designate the size of your business?

Large

Small

If "Small" is selected, then display the following question in the same page.

What additional designations apply to your business? Select all that apply.

s - Small Business

wo - Woman-Owned Small Business (WOSB)

ew - Economically Disadvantaged Woman-Owned Small Business (EDWOSB)

v - Veteran-Owned Small Business

dv - Service Disabled Veteran-Owned Small Business

d - SBA-Certified Small Disadvantaged Business

8a - SBA-Certified 8(a) Firm

h - SBA-Certified HUBZone Firm

## Screen 32 - Continued

Displayed to all respondents.

Approximately what percentage of your annual sales are through a GSA contract solution?

Less than 5%

5 - 25%

26 - 50%

51 - 75%

76 - 100%

What are your annual GSA contract sales?

\$0 - \$10,000

\$10,001 - \$25,000

\$25,001 - \$150,000

\$150,001 - \$1,000,000

\$1,000,001 - \$5,000,000

\$5,000,001 - \$50,000,000

More than \$50,000,000

I don't know

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[Submit Survey](#)

Screen 33

Displayed to all respondents.



Thank you for participating in our 2017 Supplier Survey. The survey is an important tool in gauging how successful we are at meeting our industry partners' needs.

As we strive to improve for 2018, we welcome your insights. Please contact [surveys@gsa.gov](mailto:surveys@gsa.gov) to provide your thoughts on this year's survey process and methodology.

Again, thank you for your support and participation.

Thomas Sharpe  
Commissioner, GSA's Federal Acquisition Service