

2018 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 each 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 collected by the system.

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 2018 GSA Supplier Survey!

The purpose of this survey is to help the General Services Administration (GSA) 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@research.gsa.gov.

Thank you in advance for completing the survey.

[Form Approved OMB# 3090-0297 Exp. Date 07/31/2019 and Privacy Policy](#)

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Link at the bottom of above page goes to a pdf displaying the PRA statement and a GSA Privacy Act Statement. See next page for screenshot.

Screen 1, continued

Screenshot of pdf linked from bottom of first page:

Paperwork Reduction Act Statement

OMB No: 3090-0297
Expires 07/31/2019

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 3 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: Lois Mandell/IC 3090-0297, 1800 F Street, NW, Washington, DC 20405.

Privacy Act Statement

The information you provide to complete the survey being conducted is collected pursuant to 6 USC § 1523 (b)(1)(A)-(E), the [E-Government Act of 2002 \(44 USC § 3501\)](#), and 40 USC § 501.

The information that you submit is used to improve the user experience on GSA.gov. This survey does not collect any personal information, nor can the information you provide be directly tied to you when used for analysis. If you choose to not disclose this information, you simply need not complete the survey in the pop up box. The information will be used by and disclosed to GSA personnel and contractors to process survey results. Additionally, GSA may share the information pursuant to its published Privacy Act system of records notice [GSA/CIO-3](#). All records are stored electronically in a secure database in GSA's implementation of Qualtrics, our survey management tool used to conduct this survey.

[You can read more about GSA's Privacy Policy and use of browser cookies here.](#)

Screen 2



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

Yes

No

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If No, then display Screen 3 and exit survey.

If Yes and GSA Program Office (embedded data) = GSA General Supplies and Services, the display Screen 4a.

If Yes and GSA Program Office (embedded data) = GSA Fleet, the display Screen 4b.

If Yes and GSA Program Office (embedded data) = GSA Information Technology Category, then display Screen 4c.

If Yes and GSA Program Office (embedded data) = GSA Center for Travel Management, then display Screen 4d.

If Yes and GSA Program Office (embedded data) = GSA Center for Transportation Management, then display Screen 4e.

If Yes and GSA Program Office (embedded data) = GSA Employee Relocation Resource Center (ERRC), then display Screen 4f.

If Yes and GSA Program Office (embedded data) = GSA Professional Services and Human Capital (PSHC) Categories, then display Screen 4g.



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.

Alan Thomas
Commissioner, GSA's Federal Acquisition Service

Exit survey (for respondents who select "No" on Screen 2).

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): Schedules 36, 51 V, 56, 58-I, 66, 67, 71, 71-II-K, 72, 73, 75, 76, 78, 81IB, 84, 736, 738X, and 03FAC.

GSA General Supplies and Services assists government customers with a multitude of product and service offerings. Commercial products range from office furniture, business machines, and office supplies to scientific equipment, tools, and pre-fabricated buildings.

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Then proceed to Screen 5.

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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Then skip to Screen 6a.

Screen 4c

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



The Office of Information Technology Category (ITC), within GSA's Federal Acquisition Service, strives to make emerging, transformative technology and innovations available government-wide, while fostering small business participation. We work with industry partners to develop Best-in-Class IT solution offerings and contracts that will shape and lead future IT modernization efforts. We value your partnership and feedback. Thank you for responding to the annual survey to help us improve every year.

Kay Ely
ITC Assistant Commissioner

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Then skip to Screen 9.

Screen 4d

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



The GSA 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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Then skip to Screen 6b.

Screen 4e

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



The GSA 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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Then skip to Screen 6c.

Screen 4f

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



The GSA 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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Then skip to Screen 6d.

Screen 4g

Display if GSA Program Office (embedded data) = GSA Professional Services and Human Capital (PSHC) Categories:



About the Office of Professional Services and Human Capital (PSHC) Categories

The PSHC provides strategic leadership, oversight, and management of FAS's professional services, human capital services, and charge card management programs and contracts. Our vision is to be the preferred provider and recognized leader of these services to the Federal Government.

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Then skip to Screen 13.

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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Then skip to Screen 6e.

Screen 6a

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 your federal customers?	<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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Then skip to Screen 7a.

Screen 6b

Display if GSA Program Office (embedded data) = the 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 the GSA Center for Travel Management to your federal customers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your the 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 the 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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Then skip to Screen 7b.

Screen 6c

Display if GSA Program Office (embedded data) = the 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 the GSA Center for Transportation Management to your federal customers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your the GSA Center for Transportation 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 the GSA Center for Transportation 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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Then skip to Screen 7c.

Screen 6d

Display if GSA Program Office (embedded data) = the 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 the GSA Employee Relocation Resource Center (ERRC) to your federal customers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your the 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 the 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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Then skip to Screen 7d.

Screen 6e

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 your federal customers?	<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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Then skip to Screen 7e.

Screen 7a

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 1	2	3	4	Very satisfied 5
Industry 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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Then skip to Screen 8a.

Screen 7b

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



Please consider all of your experiences with the 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 1	2	3	4	Very satisfied 5
Industry 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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Then skip to Screen 8b.

Screen 7c

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



Please consider all of your experiences with the 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
Industry 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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Then skip to Screen 8c.

Screen 7d

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



Please consider all of your experiences with the 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
Industry 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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Then skip to Screen 8d.

Screen 7e

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 1	2	3	4	Very satisfied 5
Industry 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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Then skip to Screen 8e.

Screen 8a

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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 16.

Screen 8b

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



Please consider all of your experiences interacting with the GSA Center for Travel Management. How satisfied are you with the 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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 17.

Screen 8c

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



Please consider all of your experiences interacting with the GSA Center for Transportation Management. How satisfied are you with the 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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 20.

Screen 8d

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



Please consider all of your experiences interacting with the GSA Employee Relocation Resource Center (ERRC). How satisfied are you with the 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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 23.

Screen 8e

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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 26.

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 - 8(a) STARS II
- GWAC - Alliant
- GWAC - Alliant SB
- Governmentwide Strategic Solution (GSS) Desktop/Laptop BPA
- Enterprise Infrastructure Services (EIS) Contract
- 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 Connections II is selected, skip to Screen 10a.

If GWAC – 8(a) STARS II is selected, skip to Screen 10b.

If GWAC – Alliant is selected, skip to Screen 10c.

If GWAC – Alliant SB is selected, skip to Screen 10d.

If Governmentwide Strategic Solution is selected, skip to Screen 10e.

If Enterprise Infrastructure Services (EIS) Contract is selected, skip to Screen 10f.

If FedRelay is selected, skip to Screen 10g.

If FSSI Wireless BPAs is selected, skip to Screen 10h.

If HSPD-12/USAccess is selected, skip to Screen 10i.

If Networx is selected, skip to Screen 10j.

If Regional Telecommunications Program is selected, skip to Screen 10k.

If SATCOM is selected, skip to Screen 10l.

If Schedule 70 is selected, then skip to Screen 10m.

If Washington Interagency Telecommunications is selected, Skip to Screen 10n.

Screen 10a

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 your federal customers?	<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 consider all of your experiences with Connections II, 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
Industry 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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Then skip to Screen 11a.

Screen 10b

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 - 8(a) 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 - 8(a) STARS II to your federal customers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your GWAC - 8(a) 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 - 8(a) 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 consider all of your experiences with GWAC - 8(a) STARS II, 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
Industry 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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Then skip to Screen 11b.

Screen 10c

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 your federal customers?	<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 consider all of your experiences with GWAC - Alliant, 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
Industry 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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Then skip to Screen 11c.

Screen 10d

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 your federal customers?	<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 consider all of your experiences with GWAC - Alliant SB, 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
Industry 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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Then skip to Screen 11d.

Screen 10e

Display if GSA Program Office (embedded data) = GSA Information Technology Category
AND if Governmentwide Strategic Solution (GSS) Desktop/Laptop BPA is selected on Screen 9.



Please answer the following questions based on your experience with **Governmentwide Strategic Solution (GSS) Desktop/Laptop BPA**.

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 Governmentwide Strategic Solution (GSS) Desktop/Laptop BPA to your federal customers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your Governmentwide Strategic Solution (GSS) Desktop/Laptop BPA 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 Governmentwide Strategic Solution (GSS) Desktop/Laptop BPA as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please consider all of your experiences with Governmentwide Strategic Solution (GSS) Desktop/Laptop BPA, 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
Industry 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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Then skip to Screen 11e.

Screen 10f

Display if GSA Program Office (embedded data) = GSA Information Technology Category
AND if Enterprise Infrastructure Services (EIS) Contract is selected on Screen 9.



Please answer the following questions based on your experience with **Enterprise Infrastructure Services (EIS) Contract**.

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 Enterprise Infrastructure Services (EIS) Contract to your federal customers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your Enterprise Infrastructure Services (EIS) Contract 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 Enterprise Infrastructure Services (EIS) Contract as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please consider all of your experiences with Enterprise Infrastructure Services (EIS) Contract, 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
Industry 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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Then skip to Screen 10f.

Screen 10g

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 your federal customers?	<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 consider all of your experiences with FedRelay, 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
Industry 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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Then skip to Screen 11g.

Screen 10h

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 your federal customers?	<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 consider all of your experiences with FSSI Wireless BPAs, 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
Industry 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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Then skip to Screen 11h.

Screen 10i

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 your federal customers?	<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 consider all of your experiences with HSPD-12 / USAccess, 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
Industry 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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Then skip to Screen 11i.

Screen 10j

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 your federal customers?	<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 consider all of your experiences with Networx, 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
Industry 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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Then skip to Screen 11j.

Screen 10k

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 your federal customers?	<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 consider all of your experiences with Regional Telecommunications Program / Local Service Agreements, 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
Industry 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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Then skip to Screen 11k.

Screen 10I

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 your federal customers?	<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 consider all of your experiences with SATCOM, 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
Industry 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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Then skip to Screen 11I.

Screen 10m

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 your federal customers?	<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 consider all of your experiences with Schedule 70, 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
Industry 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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Then skip to Screen 11m.

Screen 10n

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 your federal customers?	<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 consider all of your experiences with Washington Interagency Telecommunications Systems III (WITS III) Acquisition, 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
Industry 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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Then skip to Screen 11n.

Screen 11a

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 the Connections II program office 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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 32.

Screen 11b

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 - 8(a) STARS II. How satisfied are you with GWAC - 8(a) STARS II?

- Very dissatisfied
- Somewhat dissatisfied
- Neither satisfied nor dissatisfied
- Somewhat satisfied
- Very satisfied

What could the GWAC - 8(a) STARS II program office 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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 32.

Screen 11c

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 the GWAC - Alliant program office 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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 32.

Screen 11d

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 the GWAC - Alliant SB program office 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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 32.

Screen 11e

Display if GSA Program Office (embedded data) = GSA Information Technology Category
AND if Governmentwide Strategic Solution (GSS) Desktop/Laptop BPA is selected on Screen 9.



Please consider all of your experiences interacting with ITC Governmentwide Strategic Solution (GSS) Desktop/Laptop BPA. How satisfied are you with Governmentwide Strategic Solution (GSS) Desktop/Laptop BPA?

- Very dissatisfied
- Somewhat dissatisfied
- Neither satisfied nor dissatisfied
- Somewhat satisfied
- Very satisfied

What could the Governmentwide Strategic Solution (GSS) Desktop/Laptop BPA program office 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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 32.

Screen 11f

Display if GSA Program Office (embedded data) = GSA Information Technology Category
AND if Enterprise Infrastructure Services (EIS) Contract is selected on Screen 9.



Please consider all of your experiences interacting with ITC Enterprise Infrastructure Services (EIS) Contract. How satisfied are you with Enterprise Infrastructure Services (EIS) Contract?

- Very dissatisfied
- Somewhat dissatisfied
- Neither satisfied nor dissatisfied
- Somewhat satisfied
- Very satisfied

What could the Enterprise Infrastructure Services (EIS) Contract program office 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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 32.

Screen 11g

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 the FedRelay program office 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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 32.

Screen 11h

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 the FSSI Wireless BPAs program office 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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 32.

Screen 11i

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 the HSPD-12 / USAccess program office 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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 32.

Screen 11j

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



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

- Very dissatisfied
- Somewhat dissatisfied
- Neither satisfied nor dissatisfied
- Somewhat satisfied
- Very satisfied

What could the Networkx program office 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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 32.

Screen 11k

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 the Regional Telecommunications Program / Local Service Agreements program office 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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 32.

Screen 11I

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 the SATCOM program office 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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 32.

Screen 11m

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 the Schedule 70 program office 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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 30.

Screen 11n

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 the Washington Interagency Telecommunications Systems III (WITS III) Acquisition program office 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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 32.

Screen 13

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



Through which GSA Professional Services and Human Capital Categories contract(s) do you currently provide services to the federal government?

If you have more than two contracts, please choose the two for which you would most like to provide feedback.

- Professional Services Schedule (00CORP)
- Human Capital Schedules (736 and 738 X)
- One Acquisition Solution for Integrated Services (OASIS)
- Human Capital and Training Solutions (HCaTS)

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If Professional Services Schedule (00CORP) is selected, skip to 14a.

If Human Capital Schedules (736 and 738X) is selected, skip to 14b.

If One Acquisition Solution for Integrated Services (OASIS) is selected, skip to 14c.

If Human Capital and Training Solutions (HCaTS) is selected, skip to 14d.

Screen 14a

Display if GSA Program Office (embedded data) = GSA Professional Services and Human Capital (PSHC) Categories
AND if Professional Services Schedule is selected on Screen 13.



Please answer the following questions based on your experience with **Professional Services Schedule (00CORP)**.

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 Professional Services Schedule (00CORP) to your federal customers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your Professional Services Schedule (00CORP) 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 Professional Services Schedule (00CORP) as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please consider all of your experiences with Professional Services Schedule (00CORP), 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
Industry 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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Then skip to 15a.

Screen 14b

Display if GSA Program Office (embedded data) = GSA Professional Services and Human Capital (PSHC) Categories
AND if Human Capital Schedules is selected on Screen 13.



Please answer the following questions based on your experience with **Human Capital Schedules (736 and 738 X)**.

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 Human Capital Schedules (736 and 738 X) to your federal customers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your Human Capital Schedules (736 and 738 X) 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 Human Capital Schedules (736 and 738 X) as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please consider all of your experiences with Human Capital Schedules (736 and 738 X), 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
Industry 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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Then skip to 15b.

Screen 14c

Display if GSA Program Office (embedded data) = GSA Professional Services and Human Capital (PSHC) Categories
AND if One Acquisition Solution for Integrated Services is selected on Screen 13.



Please answer the following questions based on your experience with **One Acquisition Solution for Integrated Services (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 One Acquisition Solution for Integrated Services (OASIS) to your federal customers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your One Acquisition Solution for Integrated Services (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 One Acquisition Solution for Integrated Services (OASIS) as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please consider all of your experiences with One Acquisition Solution for Integrated Services (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
Industry 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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Then skip to Screen 15c.

Screen 14d

Display if GSA Program Office (embedded data) = GSA Professional Services and Human Capital (PSHC) Categories
AND if Human Capital and Training Solutions is selected on Screen 13.



Please answer the following questions based on your experience with **Human Capital and Training Solutions (HCaTS)**.

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 Human Capital and Training Solutions (HCaTS) to your federal customers?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How likely are you to renew your Human Capital and Training Solutions (HCaTS) 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 Human Capital and Training Solutions (HCaTS) as your first choice for government acquisition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please consider all of your experiences with Human Capital and Training Solutions (HCaTS), 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
Industry 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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Then skip to Screen 15d.

Screen 15a

Display if GSA Program Office (embedded data) = GSA Professional Services and Human Capital (PSHC) Categories

AND if Professional Services Schedule is selected on Screen 13.



Please consider all of your experiences interacting with Professional Services Schedule (00CORP). How satisfied are you with Professional Services Schedule (00CORP)?

- Very dissatisfied
- Somewhat dissatisfied
- Neither satisfied nor dissatisfied
- Somewhat satisfied
- Very satisfied

What could the Professional Services Schedule (00CORP) program office 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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 30.

Screen 15b

Display if GSA Program Office (embedded data) = GSA Professional Services and Human Capital (PSHC) Categories
AND if Human Capital Schedules is selected on Screen 13.



Please consider all of your experiences interacting with Human Capital Schedules (736 and 738 X). How satisfied are you with Human Capital Schedules (736 and 738 X)?

- Very dissatisfied
- Somewhat dissatisfied
- Neither satisfied nor dissatisfied
- Somewhat satisfied
- Very satisfied

What could the Human Capital Schedules (736 and 738 X) program office 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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 31.

Screen 15c

Display if GSA Program Office (embedded data) = GSA Professional Services and Human Capital (PSHC) Categories

AND if One Acquisition Solution for Integrated Services is selected on Screen 13.



Please consider all of your experiences interacting with One Acquisition Solution for Integrated Services (OASIS). How satisfied are you with One Acquisition Solution for Integrated Services (OASIS)?

- Very dissatisfied
- Somewhat dissatisfied
- Neither satisfied nor dissatisfied
- Somewhat satisfied
- Very satisfied

What could the One Acquisition Solution for Integrated Services (OASIS) program office 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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 31.

Screen 15d

Display if GSA Program Office (embedded data) = GSA Professional Services and Human Capital (PSHC) Categories

AND if Human Capital and Training Solutions is selected on Screen 13.



Please consider all of your experiences interacting with Human Capital and Training Solutions (HCaTS). How satisfied are you with Human Capital and Training Solutions (HCaTS)?

- Very dissatisfied
- Somewhat dissatisfied
- Neither satisfied nor dissatisfied
- Somewhat satisfied
- Very satisfied

What could the Human Capital and Training Solutions (HCaTS) program office 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
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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Then skip to Screen 31.

Screen 16

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 (please specify)

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 (please specify)

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

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If Schedule = 23V, then skip to Screen 31.
ELSE skip to Screen 32.

Screen 17

Display if GSA Program Office (embedded data) = the GSA Center for Travel 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 the 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 the 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 the GSA Center for Travel Management's acquisition/procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
the 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 the GSA Center for Travel Management and your company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
the 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 the 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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Then proceed to Screen 18.

Screen 18

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



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

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Then proceed to Screen 19.

Screen 19

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



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

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

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If Schedule = 599, skip to Screen 31.
ELSE skip to Screen 32.

Screen 20

Display if GSA Program Office (embedded data) = the GSA Center for Transportation 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 the 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 the 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 the GSA Center for Transportation Management's acquisition/procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
the 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 the GSA Center for Transportation Management and your company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
the 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 the 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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Then proceed to Screen 21.

Screen 21

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



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

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Then proceed to Screen 22.

Screen 22

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



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

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

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Then skip to Screen 32.

Screen 23

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



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

	Very dissatisfied				Very satisfied
	1	2	3	4	5
The timeliness of the 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 the 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 the 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"/>
the 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 the GSA Employee Relocation Resource Center (ERRC) and your company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
the 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 the 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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Then proceed to Screen 24.

Screen 24

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



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

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Then proceed to Screen 25.

Screen 25

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



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

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

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If Schedule = 48, skip to Screen 31.
ELSE skip to Screen 32.

Screen 26

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 (please specify)

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Then proceed to Screen 27.

Screen 27

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"/>

Which areas of the GSA Schedules program should we improve or streamline? Please rank them from 1 to 6, with one being the aspect that is the most important for your company.

- Pricing
- IT Systems
- Communication
- Time to Process Modifications
- Policy
- Other (please specify)

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Then proceed to Screen 28.

Screen 28

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

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Then proceed to Screen 29.

Screen 29

Display if GSA Program Office = 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 (please specify)

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 (please specify)

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If Schedule = 51V, 58-I, 72, 73, 75, OR 03FAC, proceed to Screen 30.
ELSE skip to Screen 31.

Screen 30

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.

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

Screen 30, continued

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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If Program Office = GSA General Supplies and Services,
OR if Schedule 70 is selected on page 9,
OR if Professional Services Schedule is selected on page 13,
OR if Human Capital Schedules is selected on page 13,
OR if Schedule = 48,
OR if Schedule = 599,
OR if Schedule = 23V, proceed to Screen 31.
ELSE skip to Screen 32.

Screen 31

Display if Program Office = GSA General Supplies and Services,
OR if Schedule 70 is selected on page 9,
OR if Professional Services Schedule is selected on page 13,
OR if Human Capital Schedules is selected on page 13,
OR if Schedule = 48,
OR if Schedule = 599,
OR if Schedule = 23V, proceed to Screen 31.



If MAS consolidated the 24 Schedules into one or two vehicles, how would this affect your company's ability to manage your contracts with GSA?

- Consolidation would make it easier.
- Consolidation would make it more difficult.
- I'm not sure.

What motivated you to pursue a Schedule contract? Select all that apply.

- An agency requested that I get on Schedule.
- My competitor is on Schedule.
- I was looking for a new market to expand my business.
- Other (please specify)

Please indicate your level of agreement with the following statement:

"The Readiness Assessment prepared my company for the administration of my GSA contract."

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree

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Then proceed to Screen 32.

Screen 32

If Program Office = GSA General Supplies and Services,
OR if Program Office = GSA Information Technology Category,
OR if Program Office = GSA Professional Services and Human Capital (PSHC) Categories,

THEN display both questions below.

ELSE display only "Please provide any additional comments."



What is the commercial sector doing well that could be adopted by the public sector?

Please provide any additional comments.

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If Program Office = GSA Information Technology category, proceed to Screen 33.

ELSE skip to Screen 34.

Screen 33

Display if GSA Program Office = GSA Information Technology Category



Would you like to participate in future feedback sessions with GSA staff?

Industry partners will contribute to structured ITC-sponsored user testing, focus groups, and other focused feedback opportunities that improves GSA etools, processes, and information. We seek to better streamline processes and improve your over experience with us. The sessions will be optional and both virtual and in-person participation will be available. The sessions are typically be less than one hour.

If you select the first or second option below, your survey responses, except for your open-text comments, will remain anonymous.

- Yes, I'd like to participate in future feedback sessions. My email address:
- Please only contact me about my survey comments. My email address:
- No, I would like to opt out of both.

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Then proceed to Screen 34.

Screen 34

Display to all respondents



Please select the contract solutions through which you provide products and/or services.
Select all that apply.

- GSA Multiple Awards Schedule (MAS, Schedules)
- GSA Governmentwide 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 (please specify)

How do you designate the size of your business?

- Large
- Small

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

Screen 34, continued

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
-

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

If "\$0 - \$10,000" or "\$10,001 - \$25,000" is selected, then display the following question in the same page:

Screen 34, continued

Please let us know some of the challenges you face when generating sales through your GSA contract.

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[Submit Survey](#)

Screen 35

Display to all respondents.



Thank you for participating in our 2018 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 2019, we welcome your insights. Please contact surveys@research.gsa.gov to provide your thoughts on this year's survey process and methodology.

Again, thank you for your support and participation.

Alan Thomas
Commissioner, GSA's Federal Acquisition Service