

FAS Supplier Pulse Survey

3090-0297

FAST-Track Req-26

Screen 1



GSA is embarking on a multi-year initiative to deliver a fully-reimagined, end-to-end experience that facilitates better, faster, mission-driven acquisitions across government. Your responses to the following questions will help us design this new buying experience. If you are interested in learning more, please visit the [Federal Marketplace Initiative group](#) on GSA Interact.

If you have questions about this survey or experience any technical issues, please contact surveys@research.gsa.gov.

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

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The first link (Federal Marketplace Initiative group) is an external link to GSA Interact.

The second link (Form Approved....) goes to a pdf with the PRA and Privacy Act Statements. See next page for a screenshot of the pdf.

Screenshot of PRA and Privacy Act statement pdf:

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 5 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

Authorities

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.

Purpose

The information that you submit is used to improve the GSA customer experience. The information is not directly tied to you when used for analysis. It informs the development and strategic direction of GSA programs to make them more effective and easier to work with.

Disclosure

You decide what information to give us. If you choose to not disclose this information, you simply need not complete the survey provided at the link. The information will be used by and disclosed to GSA personnel and contractors who need the information to process survey results. Additionally, GSA may share the information pursuant to its published Privacy Act system of records notice: [e.g. [GSA/CIO-3](#)]

What personal information will this survey collect:

IP Address

Email Address (optional)

Storage

All records are stored electronically in a database in GSA's implementation of Qualtrics, our survey management tool used to conduct this survey.

Your email address and other PII (if used) will be maintained for at least 6 years in accordance with National Archives and Records Administration (NARA) guidance. However, GSA is authorized to maintain the information for longer if it is required for business use.

Screen 2



Please tell us a little more about your company. Select all of the statements that are true for you.

- My company holds at least one Multiple Award Schedule (MAS) contract.
- My company holds at least one contract through another GSA-managed vehicle, like a GWAC.
- My company is a small business.
- My company is currently going through the process to get on Schedule.
- None of the above.

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Screen 3



What is the most significant administrative barrier that complicates the acquisition process for your company?

- Policies and procedures
- Contract administration / reporting
- Option renewals
- Modifications
- Communications / customer support
- Multiple GSA points of contact
- Other (please specify)

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Screen 4a

Display if the user selects “My company holds at least one Multiple Award Schedule (MAS) contract” and/or “My company is currently going through the process to get on Schedule” on Screen 2.



How do you find your federal customers that do not purchase through the Multiple Award Schedules (MAS) Program? Please select all that apply.

- RFIs
- Existing contracts that predate your Schedule contract
- Customers contact you directly
- Cold-contacting potential customers
- Industry associations
- Other (please specify)

- Not applicable

What changes to the Multiple Award Schedule (MAS) Program would drive more business to you?

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Screen 4b

Display if the user **does not** select “My company holds at least one Multiple Award Schedule (MAS) contract” and/or “My company is currently going through the process to get on Schedule” on Screen 2.



In what ways can GSA improve your company's access to federal opportunities through GSA-managed vehicles? Please select your **top three choices**.

- Provide forecasts or solicitation notices at least 30 days prior to release
- Require that solicitations be posted for 30 days in order to provide ample time to develop a proposal
- Standardize solicitation requirements
- Allow the reuse of relevant past performance examples without the requirement to revalidate them for each solicitation
- Develop pre-screening options for solicitations. For example: a self-certifying scorecard or a pre-screening summary proposal
- Enhance / open up access to the customer prior to the solicitation phase in order to network and clarify a requirement
- Other (please specify)

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Screen 5



In doing business with GSA, which processes directly result in increased costs to your organization? Please rate from 1 to 6, with one being the greatest driver of cost.

- Redundant Contracts** *(i.e., needing to get on several IDIQs, BPAs, Schedules to ensure full access to opportunities)*
- Overuse of RFIs** *(i.e., contracting officials asking for generic or redundant information, or putting out RFIs that don't turn into RFPs)*
- Extended Procurement Acquisition Lead Times (PALT)** *(i.e., businesses--particularly small businesses--incur costs in preparing for delivery; these costs often are not covered until the actual award / risk increases for them given the timing)*
- Lack of Standardization in Solicitation Forms** *(i.e., suppliers needing to start from scratch each time they answer a solicitation; standardization is not found across the entire government or even within the same agencies)*
- Right-Scoping Terms and Conditions** *(i.e., being able to reach the correct, optimal level of service agreements between the customer's true needs and the supplier's capabilities)*
- Other (please specify)**

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Screen 6



How do you stay up-to-date on changes to GSA programs? Please select all that apply.

- GSA Interact
- Program-specific newsletter
- GSA.gov
- Word of mouth from other suppliers
- Notifications from existing customers
- Social Media
- Other (please specify)

- I do not have a good way to learn about changes to GSA Programs.

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Screen 7



GSA is currently undertaking several initiatives to improve the acquisition experience. Would you like to participate in future feedback sessions with GSA staff? (e.g. user testing, focus groups, and other focused feedback opportunities that improve GSA e-tools, processes, and information).

- Yes, I'd like to participate in future feedback sessions. My email address is:
- Please only contact me about my survey response. My email address is:
- Please do not contact me. I'd like to opt out of both.

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Submit

Screen 8



Thank you for your response! If you have any questions about this survey or comments about GSA initiatives, please contact surveys@research.gsa.gov.

If you are interested in learning more about the Federal Marketplace Initiative, please visit [the group on GSA Interact](#).