

U.S. DEPARTMENT OF ENERGY OFFICE OF SMALL AND DISADVANTAGED BUSINESS UTILIZATION
(OSDBU) CUSTOMER CARE SATISFACTION SURVEY

1. PLEASE INDICATE WHICH OF THE FOLLOWING APPLY TO YOU (CHECK ALL THAT APPLY)

- SMALL BUSINESS
- SMALL DISADVANTAGED BUSINESS (INCLUDING 8(a) FIRMS)
- WOMAN-OWNED SMALL BUSINESS
- SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS
- HUBZONE FIRM
- FEDERAL AGENCY OSDBU
- PRIME CONTRACTOR
- TRADE ASSOCIATION
- OTHER (PLEASE SPECIFY)

2. WHAT IS THE PRIMARY NORTH AMERICAN INDUSTRY CLASSIFICATION SYSTEM (NAICS) CODE OF YOUR FIRM? ENTER N/A IF NOT APPLICABLE

- LIST ONE PRIME (SIX DIGIT) NAICS CODE

3. WHAT WERE YOUR EXPECTATIONS WHEN CONTACTING THE DOE OSDBU OFFICE?

- OPPORTUNITY TO MEET WITH OSDBU
- OPPORTUNITY TO DISCUSS QUALIFICATIONS AND PROVIDE CAPABILITIES STATEMENT
- DISCUSS A SPECIFIC SOLICITATION, REQUEST FOR QUOTE OR REQUEST FOR PROPOSAL
- UNDUE RESTRICTIVE CONCERN/COMPLAINT

4. WHAT WERE YOUR EXPECTATIONS IN COMING TO THE DOE OSDBU SMALL BUSINESS EVENT?

- NETWORK
- MEET THE OSDBU TEAM, SBPM TEAM AND TECHNICAL EXPERTS FROM THE DOE FACILITIES
- ATTEND TRAINING AND SESSIONS
- NOT APPLICABLE

5. PLEASE INDICATE THE ACTIVITIES THAT YOU HAVE PARTICIPATED IN:

- MET WITH DOE OSDBU SMALL BUSINESS SPECIALIST
- MET WITH DOE PROGRAM OFFICE SMALL BUSINESS PROGRAM MANAGER
- ATTENDED MATCHMAKING/NETWORKING SESSION

- INQUIRED ABOUT POTENTIAL SUBCONTRACTING OPPORTUNITIES WITH PRIME CONTRACTORS
- INQUIRED ABOUT MENOR PROTÉGÉ PROGRAM
- INQUIRED ABOUT SMALL BUSINESS CERTIFICATION REQUIREMENTS
- NETWORKED WITH OTHER SMALL BUSINESSES

6. ON THE SCALE OF 1 TO 5, WITH 1 BEING VERY DISSATISFIED AND 5 BEING VERY SATISFIED , PLEASE RATE YOUR EXPERIENCE WITH THE FOLLOWING:

- COMMUNICATION WITH OSDBU ON YOUR SPECIFIC NEEDS OR CONCERNS

- COMMUNICATION WITH PROGRAM OFFICE SMALL BUSINESS PROGRAM MANAGER

- AVAILABILITY OF OSDBU EVENTS AND LEARNING SESSIONS

- MATCHMAKING OR ONE ON ONE MEETINGS WITH OSDBU OR SBPM

- GETTING QUESTIONS ANSWERED

7. WHAT THREE TOPICS WOULD YOU MOST LIKE TO HEAR DISCUSSED IN FUTURE DOE OSDBU SMALL BUSINESS EVENTS? (SELECT UP TO THREE)

- UPCOMING PROCUREMENT OPPORTUNITIES
- DOE SITE SPECIFIC FORECASTS
- OSDBU's SMALL BUSINESS PROGRAM INITIATIVES
- SMALL BUSINESS CERTIFICATIONS
- SUBCONTRACTING OPPORTUNITES
- Social Economic Initiatives

8. DOE OSDBU PROVIDES "HOW TO DO BUSINESS WITH DOE PACKAGES". WHICH DOCUMENT IN THE PACKAGE DID YOU FIND MOST USEFUL?

- BUSINESS DEVELOPMENT GUIDANCE IN THE LETTER
- SMALL BUSINESS PROGRAM MANAGER (SBPM) DIRECTORY
- DOE OSDBU TRI-FOLD BROCHURE
- DOE/NNSA SITE FACILITY CONTRACTORS INFORMATION
- USP GUIDANCE
- SUGGESTED RESOURCES FOR SB INNOVATORS
- DOE ADMINISTRATIVE PRODUCT AND SERVICES LIST

9. DID YOUR MEETING OR EVENT WITH DOE's OSDBU OR DOE's SBPM MEET YOUR EXPECTATIONS?

- YES
- NO
- PLEASE COMMENT, IF YOU WOULD LIKE AS TO THE MEETING RESULTS.

10. IS THERE ANYTHING ELSE YOU WOULD LIKE TO SHARE ABOUT YOUR EXPERIENCES WITH THE DOE OFFICE OF SMALL AND DISADVANTAGED BUSINESS UTILIZATION TO HELP US IMPROVE OUR EVENTS OR COMMUNICATION IN FUTURE YEARS?