

## IRS OCPO Industry Partners Survey

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### INTRODUCTORY TEXT

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The Internal Revenue Service (IRS) Office of the Chief Procurement Officer (OCPO) is looking for opportunities to enhance the procurement experience for its industry partners. OCPO refers to any part of the IRS Procurement organization, including operational Contracting Officers/Specialists, Small Business Specialists, policy personnel, managers, etc.

You have been selected to participate in this brief survey, which will take approximately 15 minutes to complete. The objective of the survey is to understand your past interactions, current experience, and future opportunities.

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests along with the address where you can send comments regarding the study. You are not required to respond unless a currently valid OMB approval number is displayed. The OMB number for this study is 1545-1432. If you have any comments regarding this study, please write to: IRS, Special Services Committee, SE:W:CAR:MP:T:M:S – Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.

Thank you in advance for your participation. This survey is strictly voluntary, and the results will not be attributed to specific individuals.

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### DEMOGRAPHICS

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**DEM1 What is your role?**

1. Business Development
2. Contracts Administration
3. Program Management
4. Technical/Subject Matter Expert
5. Other (please specify) **[FREE TEXT]**

**DEM2 Where are you located? (Select the best option)**

1. National Capital Region (DC, MD, VA)
2. New England (CT, MA, ME, NH, RI, VT)
3. Mid-Atlantic (DE, MD, NJ, NY, PA)
4. South (AL, AR, FL, GA, KY, LA, MS, NC, SC, TN, VA, WV)
5. Midwest (IA, IL, IN, KS, MI, MN, MO, NE, ND, OH, SD, WI)
6. Southwest (AZ, NM, OK, TX)
7. West (AK, CA, CO, HI, ID, MT, NV, OR, UT, WA, WY)
8. Other (specify) **[FREE TEXT]**

**DEM3 What size business do you represent?**

1. Small business
2. Large business **[SKIP TO DEM4B]**

3. Other (specify) **[FREE TEXT]** **[SKIP TO DEM4B]**

**DEM4A If you represent a small business, what type of small business designation does your firm have? (Select all that apply)**

1. Small Business
2. Small Disadvantaged Business
3. Women-Owned Small Business
4. 8(a) Small Business
5. Service-Disabled Veteran-Owned Small Business
6. HUBZone
7. Other

**DEM4B Do you know your firm's specific NAICS code(s)?**

1. Yes
2. No **[SKIP TO DEM5A]**

**DEM4C Please identify your firm's specific NAICS code(s) (select all that apply):**

- Sector 11: Agriculture, Forestry, Fishing and Hunting
- Sector 21: Mining, Quarrying, and Oil and Gas Extraction
- Sector 22: Utilities
- Sector 23: Construction
- Sector 31-33: Manufacturing
- Sector 42: Wholesale Trade
- Sector 44-45: Retail Trade
- Sector 48-49: Transportation and Warehousing
- Sector 51: Information
- Sector 52: Finance and Insurance
- Sector 53: Real Estate and Rental and Leasing
- Sector 54: Professional, Scientific, and Technical Services
- Sector 55: Management of Companies and Enterprises
- Sector 56: Administrative and Support and Waste Management and Remediation Services
- Sector 61: Educational Services
- Sector 62: Health Care and Social Assistance
- Sector 71: Arts, Entertainment, and Recreation
- Sector 72: Accommodation and Food Services
- Sector 81: Other Services (except Public Administration)
- Sector 92: Public Administration

**DEM5A What product and/or services does your organization provide? (Select all that apply)**

1. Information Technology **[SKIP TO DEM5B]**
2. Non-Information Technology **[SKIP TO DEM5C]**

**DEM5B Please specify which IT-specific products and/or services your organization provides. (Select all that apply)**

1. General IT Services (consulting, implementation, etc.)
2. Cybersecurity services (consulting, implementation, etc.)
3. Software

4. Hardware
5. Other (specify) **[FREE TEXT]**

**DEM5C Please specify which non-IT specific products and/or services your organization provides. (Select all that apply)**

1. Construction
2. HR
3. Training
4. Financial Management
5. Strategic Planning
6. Operations & Maintenance Support
7. Other Professional Services

**DEM6 Thinking of your firm's typical contract size/value, what is your best estimate?**

1. <\$250k
2. \$250k-\$499k
3. \$500k-\$999k
4. \$1M-\$9M
5. \$10M-\$49M
6. \$50M-100M
7. More than \$100M

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## ENGAGEMENT WITH IRS OCPO

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**In this section we would like to understand how you have interacted with IRS OCPO. OCPO refers to any part of the IRS Procurement organization, including operational Contracting Officers/Specialists, Small Business Specialists, policy personnel, managers, etc.**

**ENG1 Approximately how long have you been supporting or interacting with IRS OCPO?**

1. Less than 1 year
2. 1-2 years
3. 3-4 years
4. 5-10 years
5. More than 10 years
6. I have never supported or interacted with IRS OCPO **[GO TO FUTURE OPPORTUNITIES SECTION]**

**ENG2 Through which stages of the procurement lifecycle have you interacted with IRS OCPO? (Select all that apply)**

1. Pre-award (e.g., market research, industry days, requirements development, solicitation, evaluation, etc.)
  2. Award (e.g. award to contract issuance)
  3. Post-award (i.e., once the contract has been awarded, payment, onboarding, performance, etc.)
1. Yes

2. No

**[ASK IF ENG1=2, 3, 4, OR 5]**

**ENG3 Have you attended an industry day hosted by IRS OCPO within the past couple years?**

- 1. Yes
- 2. No

**[ASK ALL]**

**ENG3.1 Are you aware of the Pilot IRS program?**

- 1. Yes
- 2. No

**[ASK IF ENG3.1=1]**

**ENG3.2 How did you hear about the Pilot IRS program? (Select all that apply)**

- 1. An IRS representative
- 2. Word of mouth
- 3. Newsletter
- 4. Website
- 5. Industry event
- 6. Other (specify) **[FREE TEXT]**

**ENG4 Over the past year, about how often have you interacted with staff at IRS OCPO?**

- 1. Daily
- 2. Weekly
- 3. Monthly
- 4. A few times per year
- 5. Never

**PROCUREMENT EXPERIENCE**

**In this section we would like to understand your overall experience doing business with IRS OCPO.**

**PEX1 Overall, how satisfied are you with your experience with IRS OCPO?**

1.	2.	3.	4.	5.	6.	7.
Not at all satisfied	2	3	4	5	6	Very satisfied

**[ASK IF ENG1=2, 3, 4, OR 5]**

**PEX2 How does this compare with your experience one year ago?**

1.	2.	3.	4.	5.
Much worse	2	Same	5	Much better

**PEX3 What top 3 phrases would you use to describe your experience with IRS OCPO?**

[RANDOMIZE]

1. Innovative
2. Straightforward
3. Easy
4. Communicative
5. Frustrating
6. An open environment – it’s easy to quickly understand how to do business with IRS OCPO
7. A closed environment – only those with prior exposure can do business with IRS OCPO
8. Disconnected from customer needs
9. A bottleneck
10. Confusing
11. Overly complex
12. Other (specify) [FREE TEXT]

**PEX4 Please indicate the extent to which you agree with the following statements. (Please select one option for each row) [RANDOMIZE]**

1.	2.	3.	4.	5.	6.	7.
Disagree strongly	2	3	4	5	6	Agree strongly

1. The communications I receive are clear
2. The length of the acquisition timeline is appropriate
3. I receive sufficient information around future IRS OCPO strategy and plans
4. I know who to contact when I have an issue
5. The people at IRS OCPO are knowledgeable about contracting
6. The people at IRS OCPO have the right level of technical acumen
7. I have clarity around desired goals and outcomes of acquisitions
8. I have enough interaction and collaboration with IRS OCPO
9. IRS OCPO takes action quickly
10. IRS OCPO is responsive
11. The acquisition policy framework is understandable
12. I have visibility into the acquisition process throughout the entire process
13. I am alerted and engaged in the acquisition process at the appropriate time
14. IRS OCPO has the acquisition expertise and a strong understanding of current acquisition trends across government
15. IRS OCPO provides exceptional service to me
16. IRS OCPO provides government access to high-quality, innovative, best-value IT solutions and products
17. I understand what is involved in doing business with IRS OCPO
18. IRS OCPO understands how to work with my type of organization

**Now we’d like to hear your perspective throughout the entire procurement process, from pursuing contracting opportunities to award and completion of the contract.**

[PIPE IN RESPONSES FROM ENG2=1]

PEX5 Thinking of the pre-award process, how satisfied are you with these stages?

1.	2.	3.	4.	5.	6.	7.	99.
Not at all satisfied	2	3	4	5	6	Very satisfied	Not applicable

1. **Pre-bid process (e.g., market research, pre-solicitation process, etc.)** [IF PEX5.1<4, ASK PEX8]
2. **Bid process (e.g., proposal submission, evaluation, discussion, etc.)** [IF PEX5.2<4, ASK PEX8]

[PIPE IN RESPONSES FROM ENG2=2]

PEX6 Thinking of the award process, how satisfied are you with these stages?

1.	2.	3.	4.	5.	6.	7.	99.
Not at all satisfied	2	3	4	5	6	Very satisfied	Not Applicable

1. **Contract award/execution process** [IF PEX6.1<4, ASK PEX8]
2. **Contract debriefing process** [IF PEX6.2<4, ASK PEX8]
3. **Initial contract issuance, kickoff, and work engagement process** [IF PEX6.3<4, ASK PEX8]

[PIPE IN RESPONSES FROM ENG2=3]

PEX7 Thinking of the post-award process, how satisfied are you with these stages?

1.	2.	3.	4.	5.	6.	7.	99.
Not at all satisfied	2	3	4	5	6	Very satisfied	Not Applicable

1. **Onboarding and clearance process** [IF PEX7.1<4, ASK PEX8]
2. **Task and Delivery order issuance process** [IF PEX7.2<4, ASK PEX8]
3. **Payments/invoices** [IF PEX7.3<4, ASK PEX8]
4. **Ongoing OCPO and Contracting Officer Representative (COR) relationship throughout contract** [IF PEX7.4<4, ASK PEX8]

[PIPE FROM PEX 5, PEX 6, PEX 7]

PEX8 What are the top areas for improvement? (Select all that apply)

1. Clear communications around expected outcomes and requirements
2. Timeliness of responses
3. Proactive outreach to communicate key updates

4. Quality and frequency of interactions and engagement
5. Defined processes in place
6. Ease of submitting and receiving documents
7. Visibility of my status in the procurement process
8. Easy-to-use systems and technology
9. Other (specify) **[FREE TEXT]**

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## **FUTURE OPPORTUNITIES**

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**Next, we would like to understand your perspective on future opportunities in working With IRS OCPO.**

**OPP1 What does IRS OCPO need to pay more attention to? [RANDOMIZE]**

1. Better facilitation of IRS/departmental customer needs
2. More proactive industry engagement and communications
3. Opportunities for innovation
4. Greater availability of information around future IRS procurement planning and forecasting
5. Agile sourcing opportunities
6. More training for industry partners
7. Ensuring appropriate level of OCPO expertise is utilized for the respective acquisition's level of complexity
8. Other (please specify) **[FREE TEXT]**

**OPP1.1 How could IRS encourage greater innovation? (Select all that apply)**

1. Industry outreach events
2. Reverse Industry Day training events for IRS staff
3. Engagement with OCPO procurement leadership
4. Innovation showcase events
5. Adoption of agile procurement models or phased-funding approaches
6. Speed networking events (e.g., 15-min 1-on-1 vendor meetings)
7. Establish/expand an OCPO innovation-specific team
8. Establish/expand an IRS-wide innovation-specific team
9. Develop expertise around industry-specific innovation
10. Other (specify) **[FREE TEXT]**

**OPP1.2 If OCPO could do one thing to instill a greater culture of innovation, what would it be?**  
**[FREE TEXT]**

**OPP1.3 What type of acquisition planning or forecasting information is most important to you? (Select all that apply)**

1. Estimated solicitation date
2. Estimated award date
3. Estimated dollar amount
4. Type of product or service being sought
5. NAICS Code or Product Service Code
6. Acquisition strategy (e.g., contract vehicle selection, small business set-aside, etc.)

- 7. Contract type (e.g., fixed-price, cost-reimbursement, time & materials, etc.)
- 8. Planned industry outreach events
- 9. OCPO points of contact
- 10. IRS business unit or program management points of contact
- 11. Other (specify) [\[FREE TEXT\]](#)

**OPP2** What ideas do you have for developing your partnership with IRS OCPO in the future?  
[\[FREE TEXT\]](#)

**OPP3** What outcomes and opportunities are you interested in going forward? Please explain.  
[\[FREE TEXT\]](#)

**OPP4** What have you learned about working with the IRS that you would want others to know?  
[\[FREE TEXT\]](#)

**OPP5** Do you have any additional comments to share about enhancing your experience?  
[\[FREE TEXT\]](#)

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## COVID-19 SITUATION

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Finally, we would like to ask your perspective on your interactions during the COVID-19 situation.

**COV1** Have you interacted with OCPO during the COVID-19 situation?

- 1. Yes [\[GO TO COV2\]](#)
- 2. No [\[GO TO COV3\]](#)

**COV2** Thinking about the COVID-19 situation and your firm's interactions with OCPO, please indicate the extent to which you agree with the following statements. (Please select one option for each row) [\[RANDOMIZE\]](#)

1.	2.	3.	4.	5.	6.	7.
Disagree strongly	2	3	4	5	6	Agree strongly

- 1. The communications I receive are clear
- 2. The frequency of communications is appropriate
- 3. The level of detail within the communications is appropriate
- 4. I have confidence in OCPO leadership to handle the situation the best way possible
- 5. I know who to contact if I have an issue

**COV3** What feedback, if any, do you have for how OCPO could support you in light of these difficult times of COVID-19, now and in the future? [\[FREE TEXT\]](#)

Thank you for your participation in this survey.