

IAC Customer Satisfaction Survey

The purpose of soliciting your opinions on our contract award process is to discover ways that we can improve the process for everyone. Your opinions or suggestions matter to us and will allow us to exceed your expectations in the future. Your participation is voluntary and your responses confidential. This feedback form will take approximately 8 minutes to complete. This data collection is approved under OMB Control Number 0704-0403 and DoD Report Control Symbol DD-AT&L(AR)2300 that expires 8/31/2016.

AGENCY DISCLOSURE NOTICE: The public reporting burden for this collection of information is estimated to average 8 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Washington Headquarters Services, Executive Services Directorate, Directives Division, 4800 Mark Center Drive, East Tower, Suite 02009, Alexandria, VA 22350-3100 OMB Control Number 0704-0403 and DoD Report Control Symbol DD-AT&L(AR)2300. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number. PLEASE DO NOT RETURN YOUR RESPONSE TO THE ABOVE ADDRESS.

List contract num	ber and deli	very orde	r number	(ex.
FA8075-14-D-0002	Task Order	r 0002):		

Please rate the following based on your experience with the contract award process:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	NA
Making the initial contact with the DTIC IAC Customer Support Cell (CSC) or the COR. (TAT Only)	O O	Oatisiicu	O		0	\circ
Locating information on the IAC webpage from DTIC Public.	0	0	0	0	0	0
Having the CSC Analyst and COR obtain an understanding of the Performance Work Statement (PWS) technical objectives during the In Scope review. (TAT Only)	0	0	0	0	0	0
Learning about potential project issues or risks that could have delayed your TAT or CAT award. (as communicated by the COR and CSC analyst)	0	0	0	0	0	0
Submitting your Requirements Package using templates and instructions.	0	0	0	0	0	0
Overall quality of the effort of the CSC Team Member assigned to work on your requirements package.(TAT Only)	0	0	0	0	0	0
Clarity, timeliness, and helpfulness of the CSC Team communications during the requirements package process. (TAT Only)	0	0	0	0	0	0
Timeliness of the CSC review and approval of the requirements package. (TAT Only)	0	0	0	0	0	0
Getting changes made and/or resolving issues with the CSC regarding the established documentation guidelines and requirements developed between the CSC and AFICA KO. (TAT Only)	0	0	0	0	0	0
Working with the DTIC Financial Analyst on getting your MIPR processed and accepted in a timely manner.	0	0	0	0	0	0
Clarity and helpfulness of the AFICA/KD (Offutt AFB) Contracting Team communications during the RFP, evaluation, and award process.	0	0	0	0	0	0
Timeliness of the award process. (requirements package completion to award)	0	0	0	0	0	0
Overall quality of the AFICA/KD Contracting Team.	0	0	0	0	0	0
Compared to other contracts that provide service to your organization.	0	0	0	0	0	0

FACTORS/RATINGS
Would you use this contract again for future requirements? ○ Yes ○ No
Would you recommend this contract to a colleague or others in your organization/community? ○ Yes ○ No
Narrative Questions
What other contract vehicles do you use and why? Do not include any Personally Identifiable Information (PII).
How did you find out about this Contract Vehicle? Do not include any Personally Identifiable Information (PII).
What was the easiest part of the process and/or what did you like most about the process? Do not include any Personally Identifiable Information (PII).
What was the most difficult part of the process and/or what did you like least about the process?Do not include any Personally Identifiable Information (PII).
Do you have any additional comments regarding the Contract process? Do not include any Personally Identifiable Information (PII). Yes No
If yes, please provide them below.

Thank you for your participation!

