

## 360 Degree Feedback Questionnaire for Government Customers/Contracting Agencies

The 360 Degree Feedback Questionnaire will be an annual initiative to gain stakeholder feedback on ways to improve the NITAAC customer experience.

**Recipients:** Government Clients/Contracting Agencies

**Purpose:** The purpose of this questionnaire is for NITAAC to gain anonymous insights from customers to improve acquisition solutions and supporting services.

**Participation:** Participation is voluntary. Your responses are kept private to the extent allowable by law. Should you choose to speak with a member of the NITAAC Team to provide additional comments, you can contact NITAAC Support at 1-888-773-6542.

**Results Distribution:** After the survey is closed, a synopsis of the results will be provided approximately six weeks later. (March 2020) An email will be sent out with instructions on how to access the results.

**Key Program Areas (KPAs) of this Survey include:**

- Overall Customer Experience and Direction of Program
- NITAAC BD efforts / Promotion of the Contracts
- NITAAC Assisted Acquisitions Services
- NITAAC e-GOS System
- Bid (RFI/SSN/RFP/RFQ) Response Determination Criteria
- Level of Competition
- NITAAC Outreach Activities
- NITAAC Communications

Terms used in this survey - 'NITAAC Government-Wide Acquisition Contracts (GWACs)' include CIO-SP3 and CIO-SP3 Small Business for services and solutions as well as CIO-CS for commodities and solutions. 'NITAAC Assisted Acquisitions' is an additional fee-for-service offering where NITAAC COs develop solicitations and award orders against the NITAAC GWACs on behalf of the requiring agencies. 'NITAAC Acquisition Solutions' and 'NITAAC Program' refers to both the NITAAC GWACs and NITAAC Assisted Acquisition.

1. What is your role?

- |  |  |
|--|--|
| <input type="radio"/> Contracting Officer    | <input type="radio"/> Contracting Officer Representative |
| <input type="radio"/> Contracting Specialist | <input type="radio"/> Acquisitions Director              |
| <input type="radio"/> Program Manager        |  |
| <input type="radio"/> Other (please specify) |  |

2. Have you used NITAAC Acquisitions Services?

Yes

No

3. OMB's designation of the NITAAC GWACs as Best In Class is important to my agency and our decision to use the NITAAC GWACs.

Strongly Agree

Disagree

Agree

Strongly disagree

Neither Agree nor Disagree

4. How often have you used NITAAC Acquisitions Services in the past 12 months?

First Time Using NITAAC Services

6-9 Solicitation Activities in the past 12 months

1-2 Solicitation Activities in the past 12 months

10+ Solicitation Activities in the past 12 months

3-5 Solicitation Activities in the past 12 months

I have never used NITAAC

5. I feel NITAAC is fully committed to helping me find the appropriate (Small Business, Full and Open or Commodity Solution) acquisition strategy that fits my agency's requirements.

Strongly Agree

Disagree

Agree

Strongly Disagree

Neither Agree nor Disagree

6. NITAAC recommends the right GWAC (contract) for my agency's business objectives.

Strongly Agree

Disagree

Agree

Strongly Disagree

Neither Agree nor Disagree

7. NITAAC has consistently and effectively explained the acquisition process and the requirements for a successful contract for each requirement.

Strongly Agree

Disagree

Agree

Strongly Disagree

Neither Agree nor Disagree

Not Applicable

8. I am satisfied with my experience using NITAAC GWACs. (contracts)

Strongly Agree

Disagree

Agree

Strongly Disagree

Neither Agree nor Disagree

I have not used NITAAC

9. I will likely use the NITAAC GWACs (contracts) in the future.

- |  |   |
|--|---|
| <input type="radio"/> Strongly Agree             | <input type="radio"/> Disagree          |
| <input type="radio"/> Agree                      | <input type="radio"/> Strongly Disagree |
| <input type="radio"/> Neither Agree nor Disagree |   |

10. NITAAC has effectively supported training and marketing of NITAAC GWACs and Assisted Acquisitions in my agency.

- |  |   |
|--|---|
| <input type="radio"/> Strongly Agree             | <input type="radio"/> Strongly Disagree |
| <input type="radio"/> Agree                      | <input type="radio"/> I Don't Know      |
| <input type="radio"/> Neither Agree nor Disagree | <input type="radio"/> Not Applicable    |
| <input type="radio"/> Disagree                   |   |

11. NITAAC fully explained the advantages of using NITAAC GWAC vehicles as an acquisition strategy.

- |  |   |
|--|---|
| <input type="radio"/> Strongly Agree             | <input type="radio"/> Disagree          |
| <input type="radio"/> Agree                      | <input type="radio"/> Strongly Disagree |
| <input type="radio"/> Neither Agree nor Disagree |   |

12. NITAAC outreach events are educational, improve our understanding of the streamlined acquisition procedures provided by GWACs, and increase ease of use for my agency.

- |  |   |
|--|---|
| <input type="radio"/> Strongly Agree             | <input type="radio"/> Disagree          |
| <input type="radio"/> Agree                      | <input type="radio"/> Strongly Disagree |
| <input type="radio"/> Neither Agree nor Disagree |   |

13. Has NITAAC provided Assisted Acquisitions support for your activities (RFI, Research, RFPs, etc.) / requirements? (If the answer is no, skip to Question 19)

- Yes
- No
- Not Sure

14. I am satisfied with NITAAC Assisted Acquisitions lead time (responsiveness and efficiency) to accommodate my agency's new requirements and solicitations.

- |  |   |
|--|---|
| <input type="radio"/> Strongly Agree             | <input type="radio"/> Disagree          |
| <input type="radio"/> Agree                      | <input type="radio"/> Strongly Disagree |
| <input type="radio"/> Neither Agree nor Disagree |   |

15. I am satisfied with the NITAAC Assisted Acquisitions ability to understand my requirements and translate into effective solicitation documents. (RFPs, SOW, QASP, etc.)

- |  |   |
|--|---|
| <input type="radio"/> Strongly Agree             | <input type="radio"/> Disagree          |
| <input type="radio"/> Agree                      | <input type="radio"/> Strongly Disagree |
| <input type="radio"/> Neither Agree nor Disagree |   |

16. I am satisfied with communication from the NITAAC Assisted Acquisitions staff during the pre-award solicitation development.

- |  |   |
|--|---|
| <input type="radio"/> Strongly Agree             | <input type="radio"/> Disagree          |
| <input type="radio"/> Agree                      | <input type="radio"/> Strongly Disagree |
| <input type="radio"/> Neither Agree nor Disagree |   |

17. I am pleased with the acquisition strategy and approach NITAAC Assisted Acquisitions suggested and/or provided for my requirement(s).

- |  |   |
|--|---|
| <input type="radio"/> Strongly Agree             | <input type="radio"/> Disagree          |
| <input type="radio"/> Agree                      | <input type="radio"/> Strongly Disagree |
| <input type="radio"/> Neither Agree nor Disagree |   |

18. I am satisfied with NITAAC Assisted Acquisitions Team's professionalism and ability to effectively manage post award contracts.

- |  |   |
|--|---|
| <input type="radio"/> Strongly Agree             | <input type="radio"/> Disagree          |
| <input type="radio"/> Agree                      | <input type="radio"/> Strongly Disagree |
| <input type="radio"/> Neither Agree nor Disagree |   |

19. The Electronic Government Ordering System (e-GOS) is an easy-to-learn intuitive portal. (If you have not used the tool, skip to Question 26)

- |  |  |
|--|--|
| <input type="radio"/> Strongly Agree             | <input type="radio"/> Disagree               |
| <input type="radio"/> Agree                      | <input type="radio"/> Strongly Disagree      |
| <input type="radio"/> Neither Agree nor Disagree | <input type="radio"/> Have not used the tool |

20. It is easy to upload RFI/RFQ/RFP data files into e-GOS to perform market research and solicit proposals.

- |  |   |
|--|---|
| <input type="radio"/> Strongly Agree             | <input type="radio"/> Disagree          |
| <input type="radio"/> Agree                      | <input type="radio"/> Strongly Disagree |
| <input type="radio"/> Neither Agree nor Disagree |   |

21. RFP/RFQ questions submitted by Contract Holders are presented in an easy-to-read and easy-to-respond to format in e-GOS.

- |  |   |
|--|---|
| <input type="radio"/> Strongly Agree             | <input type="radio"/> Disagree          |
| <input type="radio"/> Agree                      | <input type="radio"/> Strongly Disagree |
| <input type="radio"/> Neither Agree nor Disagree |   |

22. e-GOS provides accurate and useful information (i.e., no-bid reason, business size designations, up-to-date contact information.)

- |  |   |
|--|---|
| <input type="radio"/> Strongly Agree             | <input type="radio"/> Disagree          |
| <input type="radio"/> Agree                      | <input type="radio"/> Strongly Disagree |
| <input type="radio"/> Neither Agree nor Disagree |   |

23. e-GOS technical support is responsive and my issues are resolved by the end of the call.

- |  |   |
|--|---|
| <input type="radio"/> Strongly Agree             | <input type="radio"/> Disagree                          |
| <input type="radio"/> Agree                      | <input type="radio"/> Strongly Disagree                 |
| <input type="radio"/> Neither Agree nor Disagree | <input type="radio"/> I have not used technical support |

24. I find it convenient to contact e-GOS technical support through the existing available channels. (e.g., email, telephone)

- |  |   |
|--|---|
| <input type="radio"/> Strongly Agree             | <input type="radio"/> Disagree          |
| <input type="radio"/> Agree                      | <input type="radio"/> Strongly Disagree |
| <input type="radio"/> Neither Agree nor Disagree |   |

25. The e-GOS training materials are helpful and readily available.

- |  |   |
|--|---|
| <input type="radio"/> Strongly Agree             | <input type="radio"/> Disagree          |
| <input type="radio"/> Agree                      | <input type="radio"/> Strongly Disagree |
| <input type="radio"/> Neither Agree nor Disagree |   |

26. I am satisfied with the timing of no-bid responses in case I need to generate additional interest.

- |  |   |
|--|---|
| <input type="radio"/> Strongly Agree             | <input type="radio"/> Disagree          |
| <input type="radio"/> Agree                      | <input type="radio"/> Strongly Disagree |
| <input type="radio"/> Neither Agree nor Disagree |   |

27. The no-bid response rationale that my agency received is helpful for future requirements.

- Strongly Agree  Disagree  
 Agree  Strongly Disagree  
 Neither Agree nor Disagree

28. I am satisfied with feedback received from contract holders on no-bid responses.

- Strongly Agree  Disagree  
 Agree  Strongly Disagree  
 Neither Agree nor Disagree

29. I am satisfied with the number of bid responses my requirements received from:

	Response
CIO-SP3 Contract Holders	<input type="text"/>
CIO-SP3 Small Business Contract Holders	<input type="text"/>
Other Than Small Business (OTSB) Contract Holders	<input type="text"/>
HubZone Contract Holders	<input type="text"/>
8(a) Contract Holders	<input type="text"/>
Women Owned Small Business (WOSB) Contract Holders	<input type="text"/>
SDVOSB Contract Holders	<input type="text"/>

30. I am satisfied with the quality of responses received for my requirements for:

Response

CIO-SP3 Unrestricted Contract Holders	<input type="text"/>
CIO-SP3 Small Business Contract Holders	<input type="text"/>
Other Than Small Business (OTSB) Contract Holders	<input type="text"/>
HubZone Contract Holders	<input type="text"/>
8(a) Contract Holders	<input type="text"/>
Women Owned Small Business (WOSB) Contract Holders	<input type="text"/>
SDVOSB Contract Holders	<input type="text"/>

31. NITAAC Acquisitions Solutions are preferred/preferable contracting options within my agency.

- Strongly Agree  Disagree  
 Agree  Strongly Disagree  
 Neither Agree nor Disagree

32. The number of primes per contract vehicle provide adequate competition.

Response

CIO-SP3 Contract Holders	<input type="text"/>
CIO-SP3 Small Business Contract Holders	<input type="text"/>
CIO-CS Contract Holders	<input type="text"/>

33. The quality of proposal responses is satisfactory to meet my agency's requirements for:

Response

CIO-SP3 Contract Holders	<input type="text"/>
CIO-SP3 Small Business Contract Holders	<input type="text"/>
CIO-CS Contract Holders	<input type="text"/>

34. Proposals received from contractors are both comprehensive and competitive:

Response

CIO-SP3 Contract Holders

CIO-SP3 Small Business Contract Holders

CIO-CS Contract Holders

35. I am satisfied with the frequency of NITAAC's broad general communications. (e.g. social media, NITAAC website information, NITAAC Solution Showcases videos, customer support center announcements)

- Strongly Agree  Disagree
- Agree  Strongly Disagree
- Neither Agree nor Disagree  Have not seen any communications

36. The frequency of NITAAC's communications directed to me are appropriate for my role and help me satisfy my responsibilities related to use of NITAAC GWACs and/or NITAAC Assisted Acquisitions.

- Strongly Agree  Disagree
- Agree  Strongly Disagree
- Neither Agree nor Disagree

37. I have seen NITAAC in the following ways. (check all that apply)

- Twitter
- Facebook
- LinkedIn
- YouTube
- Email
- Tradeshows/Events
- Trade Publications



38. The NITAAC website...

Response

Is an effective method to disseminate timely information to my agency

Is easy to navigate

Provides information for me to better understand how to use NITAAC Acquisitions Solutions, GWACs and Assisted Acquisitions

Allows to me to identify contractors available to support my agency

39. NITAAC's social media channels (e.g. Twitter, LinkedIn, YouTube, Facebook) are informative and provide clear messaging.

Strongly Agree

Disagree

Agree

Strongly Disagree

Neither Agree nor Disagree

I have not seen NITAAC on Social Media

## Disclaimer

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