

FAST Track 3090-0297  
Req-2  
OPO Stakeholder Satisfaction Survey

Thank you for submitting an inquiry to the Office of Procurement Ombudsman (OPO) at the General Services Administration (GSA).

To help improve the quality of our services and outreach to the vendor community, please answer a few questions about your experience throughout the inquiry process. This survey will only take 5-10 minutes of your time.

Click here to read the [Paperwork Reduction Act Statement](#)

Thank you in advance for your cooperation and responses.

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1. Please select your program affiliation. (Select all that apply)

- Woman-Owned Small Business Federal Contracting Program (WOSB)
- Service-disabled Veteran Owned Small Business Program (SDVOSB)
- 8(a) Business Development Program
- HUBZone Program
- Natural Resource Sales Assistance Program
- Government
- Other:

2. Please indicate any business or industry association of which you are a member. Please use the full name of the organization.

3. How did you hear about OPO?

- OPO Website
- Procurement Ombudsman Email
- Other:

4. Was OPO able to assist you in addressing your concern?

- No
- Somewhat
- Yes

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If no, please explain

5. How would you rate the **quality of service** from OPO during your inquiry resolution process?

- Very Poor
- Poor
- Average
- Good
- Very Good

6. Please rate how much you agree with the following statement.

I would recommend OPO to a colleague looking to address a GSA-related issue.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

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7. Please provide any additional comments or feedback for OPO.

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We thank you for your time spent taking this survey.  
Your response has been recorded.

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OMB No: 3090-0297  
Expires 08/31/2022

### **Paperwork Reduction Act Statement**

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 minutes 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**

The information you provide to complete the survey being conducted is collected pursuant to the E-Government Act of 2002 (44 USC § 3501) and 40 USC § 501.

The information that you submit is used to improve the user experience on GSA.gov. This survey does not collect any personal information, nor can the information you provide be directly tied to you when used for analysis. If you choose to not disclose this information, you simply need not complete the survey in the pop up box. The information will be used by and disclosed to GSA personnel and contractors to process survey results. All records are stored electronically in a secure database in GSA's implementation of Qualtrics, our survey management tool used to conduct this survey.

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