

2020 Supplier Relationship Management Survey

Req-15

For PRA Review only – Contents of this box will not be displayed to recipients.

Note that this survey depends on embedded data to determine which questions will be displayed to each recipient. Embedded data are commands built into the survey that draw information from the contact list. Survey responses remain confidential, and personally identifiable information is not collected by the system.

The embedded data fields that are used in this survey are:

- GSA Program Office (program being rated)
- Schedule (Primary GSA contract through which the supplier does business)

On Screens 5 and 6, [Program Office] will be replaced by one of the following:

- One Acquisition Solution for Integrated Services (OASIS)
- GSA Schedule (Professional Services)
- Human Capital and Training Solutions (HCaTS)
- GSA Schedule (Human Capital)
- GSA General Supplies and Services
- GSA Information Technology Category
- GSA Fleet
- GSA Employee Relocation Resource Center (ERRC)
- GSA Center for Travel Management
- GSA Freight Management Program

Screen 1



Welcome to the 2020 GSA Supplier Survey!

GSA is committed to a collaborative relationship with our industry partners. We are seeking your feedback on our communication, contract administration, and business processes.

Providing information is voluntary. Your responses will be completely confidential, will only be released in group summaries, and will not contain personally identifiable data.

If at any point during the survey you need assistance, please feel free to email us with any questions or concerns at surveys@research.gsa.gov.

Thank you for participating in the survey.

[Form Approved OMB# 3090-0297 Exp. Date 08/31/2022 and Privacy Policy](#)

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Link at the bottom of above page goes to a pdf displaying the PRA statement and a GSA Privacy Act Statement. See next page for screenshot.

Screen 1, continued

Screenshot of pdf linked from bottom of first page:

Paperwork Reduction Act Statement

OMB No: 3090-0297

Expires 08/31/2022

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 10 minute/s 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

Authorities

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, 502.

Purpose

The information that you submit is used to improve the GSA customer experience. The information is not directly tied to you when used for analysis. It informs the development and strategic direction of GSA programs to make them more effective and easier to work with.

Disclosure

You decide what information to give us. If you choose to not disclose this information, you simply need not complete the survey provided at the link. The information will be used by and disclosed to GSA personnel and contractors who need the information to process survey results. Additionally, GSA may share the information pursuant to its published Privacy Act system of records notice: [e.g. GSA/CIO-3]

What personal information will this survey collect:

IP Address

Email Address (optional)

Storage

All records are stored electronically in a database in GSA's implementation of Qualtrics, our survey management tool used to conduct this survey.

Your email address and other PII (if used) will be maintained for at least 6 years in accordance with National Archives and Records Administration (NARA) guidance. However, GSA is authorized to maintain the information for longer if it is required for business use.

Screen 2a

Display if GSA Program Office (embedded data) = GSA General Supplies and Services.



GSA General Supplies and Services (GSS) supports federal agencies by supporting three of the twelve Categories now part of the newly Consolidated Schedule Solicitation. Former GSS Schedules now part of the new Consolidated Schedule are: 36, 51 V, 56, 58-I, 66, 67, 71, 71-II-K, 72, 73, 75, 76, 78, 81IB, 84, 736, 738X, and 03FAC.

GSA General Supplies and Services assists government customers with a multitude of product and service offerings. Commercial products range from office furniture, business machines, and office supplies to scientific equipment, tools, and pre-fabricated buildings.

Are you **currently approved** to provide goods and services to federal agencies via a GSA contract, the GSA Schedule, or other GSA acquisition vehicle?

- Yes
- No

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If No, then display Screen 3 and exit survey.
If Yes, skip to Screen 4.

Screen 2b

Display if GSA Program Office (embedded data) = GSA Fleet:



The General Services Administration Office of Fleet Management (GSA Fleet) provides vehicle solutions to assist federal agencies in effectively and efficiently meeting their vehicle needs. GSA Fleet is the mandatory source for purchasing non-tactical motor vehicles. GSA Fleet also leases non-tactical vehicles to federal agencies and offers ancillary services, such as short-term rental vehicles and equipment, to provide a complete fleet management solution for federal agencies.

Are you **currently approved** to provide goods and services to federal agencies via a GSA contract, the GSA Schedule, or other GSA acquisition vehicle?

- Yes
- No

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If No, then display Screen 3 and exit survey.
If Yes, skip to Screen 5.

Screen 2c

Display if GSA Program Office (embedded data) = GSA Information Technology Category:



The Office of Information Technology Category (ITC), within GSA's Federal Acquisition Service, strives to make emerging technology available government-wide, while fostering innovation and small business participation. We collaborate with industry partners to develop Best-in-Class IT solution offerings and contracts that will shape and lead future IT modernization efforts. We value your feedback on how well we're doing and what we can do better.

Are you **currently approved** to provide goods and services to federal agencies via a GSA contract, the GSA Schedule, or other GSA acquisition vehicle?

- Yes
- No

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If No, then display Screen 3 and exit survey.
If Yes, skip to Screen 5.

Screen 2d

Display if GSA Program Office (embedded data) = GSA Center for Travel Management:



The GSA Center for Travel Management is a government-wide center for travel services. Its government-wide solutions include: the City Pair Program (CPP), a discount airfare program; a web-based, end-to-end travel management service (ETS); and a government-managed transient lodging program (FedRooms). In addition, the Center for Travel Management provides long-term lodging, emergency lodging, air charter, Travel Management Centers (TMCs), and travel consulting services.

Are you **currently approved** to provide goods and services to federal agencies via a GSA contract, the GSA Schedule, or other GSA acquisition vehicle?

- Yes
- No

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If No, then display Screen 3 and exit survey.
If Yes, skip to Screen 5.

Screen 2e

Display if GSA Program Office (embedded data) = GSA Freight Management Program



The GSA Freight Management Program is a government-wide center for civilian agencies' transportation services. Its offerings include tenders and contract vehicles in support of freight ground and express shipping, local courier services, and ground passenger transportation services.

Are you **currently approved** to provide goods and services to federal agencies via a GSA contract, the GSA Schedule, or other GSA acquisition vehicle?

- Yes
- No

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If No, then display Screen 3 and exit survey.
If Yes, skip to Screen 5.

Screen 2f

Display if GSA Program Office (embedded data) = GSA Employee Relocation Resource Center (ERRC):



The GSA Employee Relocation Resource Center (ERRC) is a government-wide center for employee relocation products and services. Offerings include move management services, home sale services, property management, relocation software, and household goods movement.

Please note that, for the purposes of this survey, "contract" also refers to a tender of service.

Are you **currently approved** to provide goods and services to federal agencies via a GSA contract, the GSA Schedule, or other GSA acquisition vehicle?

- Yes
- No

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If No, then display Screen 3 and exit survey.

If Yes, skip to Screen 5.

Screen 2g

Display if GSA Program Office (embedded data) = One Acquisition Solution for Integrated Services (OASIS):



Please complete this survey related to your **One Acquisition Solution for Integrated Services (OASIS)** contract. Your responses will help us improve our contracts and acquisition expertise to help federal agency customers meet their professional services requirements.

Are you **currently approved** to provide goods and services to federal agencies via a GSA contract, the GSA Schedule, or other GSA acquisition vehicle?

- Yes
- No

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If No, then display Screen 3 and exit survey.
If Yes, skip to Screen 5.

Screen 2h

Display if GSA Program Office (embedded data) = GSA Schedule (Professional Services)



Please complete this survey related to your **GSA Schedule (Professional Services)** contract. Your responses will help us improve our contracts and acquisition expertise to help federal agency customers meet their professional services requirements.

Are you **currently approved** to provide goods and services to federal agencies via a GSA contract, the GSA Schedule, or other GSA acquisition vehicle?

- Yes
- No

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If No, then display Screen 3 and exit survey.
If Yes, skip to Screen 5.

Screen 2i

Display if GSA Program Office (embedded data) = Human Capital and Training Solutions (HCaTS)



Please complete this survey related to your **Human Capital and Training Solutions (HCaTS)** contract. Your responses will help us improve our contracts and acquisition expertise to help federal agency customers meet their professional services requirements.

Are you **currently approved** to provide goods and services to federal agencies via a GSA contract, the GSA Schedule, or other GSA acquisition vehicle?

- Yes
- No

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If No, then display Screen 3 and exit survey.
If Yes, skip to Screen 5.

Screen 2j

Display if GSA Program Office (embedded data) = GSA Schedule (Human Capital)



Please complete this survey related to your **GSA Schedule (Human Capital)** contract. Your responses will help us improve our contracts and acquisition expertise to help federal agency customers meet their professional services requirements.

Are you **currently approved** to provide goods and services to federal agencies via a GSA contract, the GSA Schedule, or other GSA acquisition vehicle?

- Yes
- No

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If No, then display Screen 3 and exit survey.
If Yes, skip to Screen 5.



Thank you for your willingness to participate in GSA's Federal Acquisition Service (FAS) Supplier Survey. At this time, we are collecting responses from suppliers that are currently approved to do business via a GSA acquisition vehicle.

If you would like more information about how to do business through FAS's acquisition vehicles, [please visit this website](#).

Exit survey (for respondents who select "No" on Screens 2a-j). The above link goes to a page on GSA.gov that provides information on how to do business with GSA.

Screen 4

Display if GSA Program Office (embedded data) = GSA General Supplies and Services



Which of the following groups of Schedules do you primarily conduct business with? (Select the one group that best applies)

Administrative and Office Support

- Schedule 67 Cameras, Photographic Printers, and Related Supplies and Services
- Schedule 75 Office Products/Supplies and Services and New Products Technology
- Schedule 76 Publication Media
- Schedule 738X Human Resources and Equal Employment Opportunity Services
- Schedule 811B Shipping, Packaging and Packing Supplies and Services
- Schedule 736 Temporary and Administrative Professional Staffing (TAPS)

Integrated Workplace Acquisition

- Schedule 36 Office, Imaging and Document Solutions
- Schedule 58-I Professional Audio/Visual, Telecommunications and Security Solutions
- Schedule 71 Furniture
- Schedule 71-II-K Comprehensive Furniture Management Services
- Schedule 72 Furnishings and Floor Coverings
- Schedule 78 Sports, Promotional, Outdoor, Recreation, Trophies & Signs (SPORTS)

Facilities Maintenance and Hardware

- Schedule 03FAC Facilities Maintenance and Management
- Schedule 51 V Hardware Superstore

General Supplies and Building Services

- Schedule 56 Buildings and Building Materials/Industrial Services and Supplies
- Schedule 66 Scientific Equipment and Services
- Schedule 73 Food Service, Hospitality, Cleaning Equipment and Supplies, Chemicals and Services
- Schedule 84 Total Solutions for Law Enforcement, Security, Facilities Management, Fire Rescue, Clothing, Marine Craft and Emergency/Disaster Response

N/A

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Proceed to Screen 5.

Screen 5



Please consider all of your experiences with [Program Office], and rate the following items:

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Industry expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Contracting expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How likely are you to recommend [Program Office] to your federal customers?

Very unlikely	Somewhat unlikely	Neither likely nor unlikely	Somewhat likely	Very likely
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you had the option, how likely would you be to consider [Program Office] as your first choice for government acquisition?

Very unlikely	Somewhat unlikely	Neither likely nor unlikely	Somewhat likely	Very likely
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Proceed to Screen 6.

Screen 6



How satisfied are you with [Program Office] overall?

Very dissatisfied Somewhat dissatisfied Neither satisfied nor dissatisfied Somewhat satisfied Very satisfied

What could GSA do to enhance the services that the [Program Office] program office provides? (Check all that apply)

- Enhance relationship partnerships
- Improve technology
- Provide industry days
- Provide more training
- Provide more timely communication
- Provide advance notice of changes
- Process contracting actions/activities in a more timely manner
- Improve flexibility
- Other

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- If Program Office = GSA General Supplies and Services, skip to Screen 7.
- If Program Office = GSA Fleet, skip to Screen 9.
- If Program Office = GSA Center for Travel Management, skip to Screen 10.
- If Program Office = GSA Freight Management Program, skip to Screen 12.
- If Program Office = GSA Employee Relocation Resource Center (ERRC), skip to Screen 14.
- If Program Office = One Acquisition Solution for Integrated Services (OASIS), skip to Screen 16.
- If Program Office = GSA Schedule (Professional Services), skip to Screen 19.
- If Program Office = Human Capital and Training Solutions (HCaTS), skip to Screen 21.
- If Program Office = GSA Schedule (Human Capital), skip to Screen 24.
- If Program Office = GSA Information Technology Category, skip to Screen 27.

Screen 7

Display if GSA Program Office (embedded data) = GSA General Supplies and Services



Please indicate your level of satisfaction with the following:

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
The quality of communication with your Contracting Officer, including courtesy, clarity, and willingness to assist with questions, problems, or concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The timeliness of your Contracting Officer's responses to your questions, problems, or concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Which areas of the GSA Schedules program should we improve or streamline? Please rank them from 1 to 6, with one being the aspect that is the most important for your company.

Pricing

IT Systems

Communication

Time to Process Modifications

Policy

Other (please specify)

How often does your company review your approved pricelist for competitive pricing compliance?

- Weekly
- Monthly
- Quarterly
- Annually
- Other (please specify)
- I am participating in the Transactional Data Reporting (TDR) Pilot and am not subject to this requirement.

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Screen 8

Display if GSA Program Office (embedded data) = GSA General Supplies and Services



Please rank these sources of support in the order you use them, with one being the source that you use the most.

- Contracting Officer
- Business Development Specialist
- Customer Service Representative
- Vendor Support Center
- Other (please specify)

How do you prefer to receive updates on policy changes, upcoming training and events, and additional communication from GSA General Supplies & Services? Select all that apply.

- Email
- Interact
- GSA.gov
- Acquisition Gateway
- Other (please specify)

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If Schedule = 51V, 58-I, 72, 73, 75, or 03FAC, proceed to Screen 26.
ELSE skip to Screen 27.

Screen 9

Display if GSA Program Office (embedded data) = GSA Fleet



What specific processes or areas do you feel could be improved in your dealings with GSA Fleet? Select all that apply.

- Response time
- Notice of opportunities
- Contract award
- Technical offerings
- Other (please specify)

If you could make one change to improve your interactions with or the offerings provided by GSA Fleet, what would it be?

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If Schedule = 23V, then skip to Screen 27.
ELSE skip to Screen 29.

Screen 10

Display if GSA Program Office (embedded data) = the GSA Center for Travel Management



Please rate your level of satisfaction for each of the following items:

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
The timeliness of GSA Center for Travel Management's communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of GSA Center for Travel Management's communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The transparency of GSA Center for Travel Management's acquisition/procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The cooperation of GSA Center for Travel Management in resolving problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall quality of the working relationship between GSA Center for Travel Management and your company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The commitment of GSA Center for Travel Management to continuous improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The opportunity your company is given to provide GSA Center for Travel Management with feedback related to improving the quality of the goods and services you provide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 11

Display if GSA Program Office (embedded data) = the GSA Center for Travel Management



What additional products and/or services would you recommend GSA Center for Travel Management offer to its federal customers?

What specific processes or areas do you feel could be improved in your dealings with GSA Center for Travel Management?

If you could make one change to improve the service provided by GSA Center for Travel Management, what would it be?

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If Schedule = 599, skip to Screen 27.
ELSE skip to Screen 29.

Screen 12

Display if GSA Program Office (embedded data) = GSA Freight Management Program



Please rate your level of satisfaction for each of the following items:

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
The timeliness of GSA Freight Management Program's communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of GSA Freight Management Program's communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The transparency of GSA Freight Management Program's acquisition/procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The cooperation of GSA Freight Management Program in resolving problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall quality of the working relationship between GSA Freight Management Program and your company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The commitment of GSA Freight Management Program to continuous improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The opportunity your company is given to provide GSA Freight Management Program with feedback related to improving the quality of the goods and services you provide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 13

Display if GSA Program Office (embedded data) = GSA Freight Management Program



What additional products and/or services would you recommend GSA Freight Management Program offer to its federal customers?

What specific processes or areas do you feel could be improved in your dealings with GSA Freight Management Program?

If you could make one change to improve the service provided by GSA Freight Management Program, what would it be?

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Then skip to Screen 29.

Screen 14

Display if GSA Program Office (embedded data) = GSA Employee Relocation Resource Center (ERRC)



Please rate your level of satisfaction for each of the following items:

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
The timeliness of GSA Employee Relocation Resource Center (ERRC)'s communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of GSA Employee Relocation Resource Center (ERRC)'s communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The transparency of GSA Employee Relocation Resource Center (ERRC)'s acquisition/procurement process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The cooperation of GSA Employee Relocation Resource Center (ERRC) in resolving problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall quality of the working relationship between GSA Employee Relocation Resource Center (ERRC) and your company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The commitment of GSA Employee Relocation Resource Center (ERRC) to continuous improvement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The opportunity your company is given to provide GSA Employee Relocation Resource Center (ERRC) with feedback related to improving the quality of the goods and services you provide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 15

Display if GSA Program Office (embedded data) = GSA Employee Relocation Resource Center (ERRC)



Please rate the usefulness of the employee relocation resources available on the [Acquisition Gateway](#).

- Not at all useful
- Slightly useful
- Moderately useful
- Very useful
- Extremely useful
- I am not familiar with the [Acquisition Gateway](#).

Which of the following activities have you participated in during the last year? Select all that apply.

- ERRC Annual Government Relocation Forum (April 2019)
- Household Goods Pre-Bid Meeting (July 2019)
- Schedule Supplier Meetings
- CHAMP TSP Online Meetings
- ERRC's Agency Meetings as a Hot Topic Training Presenter
- TMSS Development and Testing

What additional activities do you recommend that ERRC pursue to assist the supplier community?

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If Schedule = 48, skip to Screen 27.
ELSE skip to Screen 29.

Screen 16

Display if GSA Program Office (embedded data) = One Acquisition Solution for Integrated Services (OASIS)



Please rate your agreement with the following statements about the communications between your firm and your One Acquisition Solution for Integrated Services (OASIS) contracting officer.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
Communications are timely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communications are of high quality.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communications are transparent throughout the contracting process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communications are interactive and collaborative.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 17

Display if GSA Program Office (embedded data) = One Acquisition Solution for Integrated Services (OASIS)



Please rate your agreement with the following statements about the collaboration between the One Acquisition Solution for Integrated Services (OASIS) program office and its industry partners.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
GSA and suppliers share the responsibility for improving the experiences of customer agencies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GSA and suppliers collaborate to mitigate risks and costs to the government.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GSA and suppliers collaborate to mitigate risks and costs to the supplier.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What collaboration practice is the commercial sector doing well that could be adopted by the public sector?

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Screen 18

Display if GSA Program Office (embedded data) = One Acquisition Solution for Integrated Services (OASIS)



What motivated you to pursue a One Acquisition Solution for Integrated Services (OASIS) contract? Select all that apply.

- An agency requested that I get on One Acquisition Solution for Integrated Services (OASIS).
- My competitor is on One Acquisition Solution for Integrated Services (OASIS).
- I was looking for a new market to expand my business.
- Other (please specify)

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Proceed to Screen 29.

Screen 19

Display if GSA Program Office (embedded data) = GSA Schedule (Professional Services)



Please rate your agreement with the following statements about the communications between your firm and your GSA Schedule (Professional Services) contracting officer.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
Communications are timely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communications are of high quality.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communications are transparent throughout the contracting process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communications are interactive and collaborative.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 20

Display if GSA Program Office (embedded data) = GSA Schedule (Professional Services)



Please rate your agreement with the following statements about the collaboration between the GSA Schedule (Professional Services) program office and its industry partners.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
GSA and suppliers share the responsibility for improving the experiences of customer agencies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GSA and suppliers collaborate to mitigate risks and costs to the government.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GSA and suppliers collaborate to mitigate risks and costs to the supplier.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What collaboration practice is the commercial sector doing well that could be adopted by the public sector?

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Screen 21

Display if GSA Program Office (embedded data) = Human Capital and Training Solutions (HCaTS)



Please rate your agreement with the following statements about the communications between your firm and your Human Capital and Training Solutions (HCaTS) contracting officer.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
Communications are timely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communications are of high quality.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communications are transparent throughout the contracting process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communications are interactive and collaborative.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 22

Display if GSA Program Office (embedded data) = Human Capital and Training Solutions (HCaTS)



Please rate your agreement with the following statements about the collaboration between the Human Capital and Training Solutions (HCaTS) program office and its industry partners.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
GSA and suppliers share the responsibility for improving the experiences of customer agencies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GSA and suppliers collaborate to mitigate risks and costs to the government.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GSA and suppliers collaborate to mitigate risks and costs to the supplier.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What collaboration practice is the commercial sector doing well that could be adopted by the public sector?

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Screen 23

Display if GSA Program Office (embedded data) = Human Capital and Training Solutions (HCaTS)



What motivated you to pursue a Human Capital and Training Solutions (HCaTS) contract?
Select all that apply.

- An agency requested that I get on Human Capital and Training Solutions (HCaTS).
- My competitor is on Human Capital and Training Solutions (HCaTS).
- I was looking for a new market to expand my business.
- Other (please specify)

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Proceed to Screen 29.

Screen 24

Display if GSA Program Office (embedded data) = GSA Schedule (Human Capital)



Please rate your agreement with the following statements about the communications between your firm and your GSA Schedule (Human Capital) contracting officer.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
Communications are timely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communications are of high quality.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communications are transparent throughout the contracting process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communications are interactive and collaborative.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Screen 25

Display if GSA Program Office (embedded data) = GSA Schedule (Human Capital)



Please rate your agreement with the following statements about the collaboration between the GSA Schedule (Human Capital) program office and its industry partners.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
GSA and suppliers share the responsibility for improving the experiences of customer agencies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GSA and suppliers collaborate to mitigate risks and costs to the government.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GSA and suppliers collaborate to mitigate risks and costs to the supplier.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What collaboration practice is the commercial sector doing well that could be adopted by the public sector?

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Proceed to Screen 27.

Screen 26

Display if Schedule = 51V, 58-I, 70, 72, 73, 75, or 03FAC
Or if Program Office = GSA Schedule (Professional Services)



The Transactional Data Reporting (TDR) pilot is currently open to suppliers participating in the following programs:

- Hardware Superstore (*formerly Schedule 51V*)
- Professional Audio/Visual, Telecommunications and Security Solutions (*formerly Schedule 58-I*)
- IT Hardware, Software, and COMSATCOM (*on former Schedule 70*)
- Furnishings and Floor Coverings (*formerly Schedule 72*)
- Food Service, Hospitality, Cleaning Equipment and Supplies, Chemicals and Services (*formerly Schedule 73*)
- Office Products/Supplies and Services and New Products Technology (*formerly Schedule 75*)
- Facilities Maintenance and Management (*formerly Schedule 03FAC*)
- Professional Engineering (*on former Schedule 00CORP*)

How likely are you to recommend the TDR pilot to other eligible vendors?

- Very unlikely
- Slightly unlikely
- Neither likely nor unlikely
- Slightly likely
- Very likely
- I am not participating in the TDR pilot.

Please indicate your level of satisfaction with GSA's support in transitioning to the FAS Sales Reporting System.

- | | | | | |
|-----------------------|-----------------------|---------------------------------------|-----------------------|-----------------------|
| Very dissatisfied | Dissatisfied | Neither satisfied
nor dissatisfied | Satisfied | Very satisfied |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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If Schedule is not null, proceed to Screen 27.
ELSE skip to Screen 29.

Screen 27

Display if Schedule is not null.



How would you rate GSA's communication related to the consolidation of the 24 Multiple Award Schedules?

- Not effective at all Slightly effective Moderately effective Very effective Extremely effective
-

How would you rate GSA's training related to the consolidation of the 24 Multiple Award Schedules?

- Not effective at all Slightly effective Moderately effective Very effective Extremely effective
-

How has a consolidation of the 24 MAS Schedules into one MAS Schedule impacted your ability to manage your contract(s) with GSA?

- Consolidation has made it easier. (Optional: Please explain how it is easier).

- Consolidation has made it more difficult. (Optional: Please explain how it is more difficult)

- I'm not sure / It's too soon to tell.

What motivated you to pursue a Schedule contract? Select all that apply.

- An agency requested that I get on Schedule.
- My competitor is on Schedule.
- I was looking for a new market to expand my business.
- I was approached by a consultant.
- Other (please specify)

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Screen 28

Display if Schedule is not null.



Please indicate your level of agreement with the following statement:

"The Pathways to Success training prepared my company for the administration of my GSA contract."

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
- Not applicable

Please indicate your level of agreement with the following statement:

"The Readiness Assessment prepared my company for the administration of my GSA contract."

- Strongly disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
- Not applicable

How would you rate your satisfaction with the system you use to manage your GSA catalog (i.e. SIP or EDI)?

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied
- I use a third party provider to manage my GSA catalog.

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Then proceed to Screen 29.

Screen 29

Display to all respondents



How can GSA improve the Forecast of Contracting Opportunities Tool? Select all that apply.

- Make the tool easier to access
- Provide clearer instructions in the User Guide
- Make it easier to interpret and narrow down search results
- Other

- I don't use the Forecast of Contracting Opportunities Tool.

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Screen 30

Display to all respondents.



Please provide any additional comments.

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Screen 31

Display to all respondents



Please select the contract solutions through which you provide products and/or services.
Select all that apply.

- GSA Multiple Awards Schedule (MAS, Schedules)
- GSA Governmentwide acquisition contracts (GWACs)
- Indefinite-delivery, indefinite-quantity contracts (IDIQs)
- GSA Blanket Purchase Agreements (BPAs)
- GSA Lease
- Open market contract actions
- Other U.S. government-wide contract vehicles
- Other State & Local contract vehicles
- Other (please specify)

How do you designate the size of your business?

- Small
- Other than Small

If "Small" is selected, then display the following question in the same page.

Screen 31, continued

What additional designations apply to your business? Select all that apply.

- s - Small Business
 - wo - Woman-Owned Small Business (WOSB)
 - ew - Economically Disadvantaged Woman-Owned Small Business (EDWOSB)
 - v - Veteran-Owned Small Business
 - dv - Service Disabled Veteran-Owned Small Business
 - d - SBA-Certified Small Disadvantaged Business
 - 8a - SBA-Certified 8(a) Firm
 - h - SBA-Certified HUBZone Firm
-

Approximately what percentage of your annual sales are through a GSA contract solution?

- Less than 5%
 - 5 - 25%
 - 26 - 50%
 - 51 - 75%
 - 76 - 100%
-

What are your annual GSA contract sales?

- \$0 - \$10,000
- \$10,001 - \$25,000
- \$25,001 - \$150,000
- \$150,001 - \$1,000,000
- \$1,000,001 - \$5,000,000
- \$5,000,001 - \$50,000,000
- More than \$50,000,000
- I don't know

If "\$0 - \$10,000" or "\$10,001 - \$25,000" is selected, then display the following question in the same page:

Screen 31, continued

What challenges do you face when generating sales through your GSA contract? Select all that apply.

- Government customers prefer to use non-GSA contracts.
- There are limited opportunities in my industry.
- My company needs help marketing and finding opportunities.
- GSA's procurement process is difficult to navigate.
- Other

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Screen 32

Display to all respondents.



If you'd like to participate in future opportunities to provide GSA feedback about your experience as a supplier to government customers, please enter your email address below.

Providing your email address is optional. Your email address will be recorded separately, and your responses will remain anonymous.

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[Submit Survey](#)

Screen 33

Display to all respondents.



Thank you for participating in the 2020 FAS Supplier Survey. We value your thoughts and insights.

Feel free to contact us at surveys@research.gsa.gov with questions about this survey and how your feedback is used.

Again, thank you for your support and participation.