

2021 Supplier Relationship Management Survey

Req-40

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.

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

GSA Program Office (program being rated)

GSA Portfolio (parent organization of program being rated)

Category (Primary acquisition category through which the supplier does business)

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

- GSA Multiple Award Schedule (MAS)
- One Acquisition Solution for Integrated Services (OASIS)
- Human Capital and Training Solutions (HCaTS)
- GSA Information Technology Category
- GSA Fleet
- GSA Employee Relocation Resource Center
- GSA Center for Travel Management
- GSA Transportation Management Program

Screen 1



Welcome to the 2021 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, based on your experience with .

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 Portfolio (embedded data) = GSA General Supplies and Services.



GSA General Supplies and Services assists government customers with a multitude of product and service offerings encompassing several Categories under the **Consolidated Multiple Award Schedule (MAS)**.

Commercial products range from office furniture, business machines, and supplies to hardware and tools, facilities maintenance and repair, and scientific equipment, prefabricated buildings, food service equipment, and security and protection.

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 U.S. 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 including the City Pair Program (CPP), a discount airfare program; a web-based, end-to-end travel management service (ETS); and a government-managed transient 1-29 night lodging program (FedRooms); long-term lodging for 30+ nights; emergency lodging; 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 Transportation Program is a government-wide center for agencies' transportation services. Its offerings include tenders and contract vehicles in support of motor freight, express shipping, local courier services, rental supplemental vehicles, passenger air charter, 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:



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 Portfolio (embedded data) = Professional Services



Please complete this survey related to your **GSA's Multiple Award Schedule (MAS)** 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 3



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 our website](#).

If you have questions related to this survey, please contact us at surveys@research.gsa.gov.

Exit survey (for respondents who select "No" on Screens 2a-i). 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 Portfolio (embedded data) = GSA General Supplies and Services



Which of the following Categories do you **primarily** use or conduct business with?
Select the one group that best applies.

- ☐ **Office Supplies and Equipment**
 - Office Supplies and/or Office Services
 - Media Products and/or Media Services
 - Packaging and/or Packaging Services
- ☐ **Furniture and Furnishings**
 - Flags and Awards
 - Furniture and Furnishings
 - Audio Visual Products and/or Services
 - Document, Mail, and Records Management
 - Office Management Maintenance and Repair
 - Printing and Photographic Equipment
- ☐ **Facilities and Construction**
 - Facilities Services and/or Solutions
 - Facilities Maintenance and Repair
 - Hardware and Tools
- ☐ **Security, Protection, and Personal Items**
 - Facilities Supplies
 - Food Service Equipment
 - Structures
 - Scientific Management & Solutions
 - Security & Protection
 - Personal Hair Care Items
 - Apparel

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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	☐	☐	☐	☐	☐
Contracting expertise	☐	☐	☐	☐	☐
Communication	☐	☐	☐	☐	☐
Procurement process	☐	☐	☐	☐	☐
Technology and systems	☐	☐	☐	☐	☐

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

Very unlikely	Somewhat unlikely	Neither likely nor unlikely	Somewhat likely	Very likely
☐	☐	☐	☐	☐

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
☐	☐	☐	☐	☐

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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 we provide? (Select your **top 3** choices)

- ☐ 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

Which type of additional training would you most like GSA to provide?

- ☐ More webinars
- ☐ Podcasts
- ☐ On-demand sessions (e.g. YouTube videos)
- ☐ Fact sheets
- ☐ Office hours

Display "Which type of additional training would you most like GSA to provide?" if "Provide more training" is selected in previous question.

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If Portfolio = GSA General Supplies and Services, skip to Screen 7.

If Program Office = GSA Fleet, skip to Screen 10.

If Program Office = GSA Center for Travel Management, skip to Screen 11.

If Program Office = GSA Transportation Management Program, skip to Screen 13.

If Program Office = GSA Employee Relocation Resource Center, skip to Screen 15.

If Program Office = One Acquisition Solution for Integrated Services (OASIS), skip to Screen 17.

If Portfolio = Professional Services, skip to Screen 20.

If Program Office = Human Capital and Training Solutions (HCaTS), skip to Screen 22.

Screen 7

Display if GSA Portfolio (embedded data) = GSA General Supplies and Services,



How satisfied are you with the business development and marketing support, including published contacts, that GSA provides to help you succeed?

Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
☐	☐	☐	☐	☐

What training would be beneficial to you for the administration of your Schedule contract and selling your products and services? Select all that apply.

- ☐ Marketing the GSA Schedule
- ☐ GSA Advantage!®
- ☐ eBuy Utilization and Registration
- ☐ Submitting modifications through the eMod portal
- ☐ eLibrary Contact Information Maintenance
- ☐ Business opportunities
- ☐ MAS Consolidation
- ☐ Other (please specify)

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Screen 8

Display if GSA Portfolio (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.	☐	☐	☐	☐	☐
The timeliness of your Contracting Officer's responses to your questions, problems, or concerns.	☐	☐	☐	☐	☐

Which areas of the Multiple Award Schedule (MAS) 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 9

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



Please rank these sources of support in the order you use them from 1-5, 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? Select all that apply.

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

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Screen 10

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)

What is one change that you would recommend GSA Fleet pursue to assist the supplier community?

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Screen 11

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	☐	☐	☐	☐	☐
The quality of GSA Center for Travel Management's communications	☐	☐	☐	☐	☐
The transparency of GSA Center for Travel Management's acquisition/procurement process	☐	☐	☐	☐	☐
The cooperation of GSA Center for Travel Management in resolving problems	☐	☐	☐	☐	☐
The overall quality of the working relationship between GSA Center for Travel Management and your company	☐	☐	☐	☐	☐
The commitment of GSA Center for Travel Management to continuous improvement	☐	☐	☐	☐	☐
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	☐	☐	☐	☐	☐

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Screen 12

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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Screen 13

Display if GSA Program Office (embedded data) = GSA Transportation 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 Transportation Management Program's communications	☐	☐	☐	☐	☐
The quality of GSA Transportation Management Program's communications	☐	☐	☐	☐	☐
The transparency of GSA Transportation Management Program's acquisition/procurement process	☐	☐	☐	☐	☐
The cooperation of GSA Transportation Management Program in resolving problems	☐	☐	☐	☐	☐
The overall quality of the working relationship between GSA Transportation Management Program and your company	☐	☐	☐	☐	☐
The commitment of GSA Transportation Management Program to continuous improvement	☐	☐	☐	☐	☐
The opportunity your company is given to provide GSA Transportation Management Program with feedback related to improving the quality of the goods and services you provide	☐	☐	☐	☐	☐

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Screen 14

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



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

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

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

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Screen 15

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



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's communications	☐	☐	☐	☐	☐
The quality of GSA Employee Relocation Resource Center's communications	☐	☐	☐	☐	☐
The transparency of GSA Employee Relocation Resource Center's acquisition/procurement process	☐	☐	☐	☐	☐
The cooperation of GSA Employee Relocation Resource Center in resolving problems	☐	☐	☐	☐	☐
The overall quality of the working relationship between GSA Employee Relocation Resource Center and your company	☐	☐	☐	☐	☐
The commitment of GSA Employee Relocation Resource Center to continuous improvement	☐	☐	☐	☐	☐
The opportunity your company is given to provide GSA Employee Relocation Resource Center with feedback related to improving the quality of the goods and services you provide	☐	☐	☐	☐	☐

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Screen 16

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



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

- ☐ Not at all useful
- ☐ Somewhat useful
- ☐ 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.

- ☐ Household Goods Pre-Bid Meeting (August 2020)
- ☐ Supplier Meetings
- ☐ CHAMP TSP Meetings re Select Topics (Intrastate Shipments, US Flag Issues, etc.)
- ☐ ERRC's Agency Meetings as a Hot Topic Training Presenter
- ☐ TMSS Development and Testing
- ☐ Office Hours / Industry One-on-One's

Which of the following do you think should be available to Federal agencies or transferees within the next 10 years (check all that apply):

- ☐ Agencies use task orders to access services procured through a centrally managed blanket purchase agreement or government-wide contract in lieu of individual agency contracts.
- ☐ Software application that serves as a single access point to relocation policy information, program suppliers and service delivery, and expense management.
- ☐ Mobile app that enables agency relocation staff to order or authorize services, review and approve forms, and review reports/data, etc., from a cell phone or tablet.
- ☐ Mobile app that enables transferees to manage their moves, track progress, receive reminders, and complete and submit forms, etc., from a cell phone or tablet.
- ☐ No significant change anticipated (Same contracting vehicles, service delivery models, and systems currently used by the agencies and transferees).

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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 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.	☐	☐	☐	☐	☐	☐
Communications are of high quality.	☐	☐	☐	☐	☐	☐
Communications are transparent throughout the contracting process.	☐	☐	☐	☐	☐	☐
Communications are interactive and collaborative.	☐	☐	☐	☐	☐	☐

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Screen 18

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.	☐	☐	☐	☐	☐	☐
GSA and suppliers collaborate to mitigate risks and costs to the government.	☐	☐	☐	☐	☐	☐
GSA and suppliers collaborate to mitigate risks and costs to the supplier.	☐	☐	☐	☐	☐	☐

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

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Screen 19

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.
- ☐ To be classified as Tier 3 Best in Class Contractor
- ☐ Other (please specify)

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Screen 20

Display if GSA Portfolio (embedded data) = Professional Services



Please rate your agreement with the following statements about the communications between your firm and your **GSA's Multiple Award Schedule (MAS)** contracting officer.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
Communications are timely.	☐	☐	☐	☐	☐	☐
Communications are of high quality.	☐	☐	☐	☐	☐	☐
Communications are transparent throughout the contracting process.	☐	☐	☐	☐	☐	☐
Communications are interactive and collaborative.	☐	☐	☐	☐	☐	☐

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Screen 21

Display if GSA Portfolio (embedded data) = Professional Services



Please rate your agreement with the following statements about the collaboration between the **GSA's Multiple Award Schedule (MAS)** 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.	☐	☐	☐	☐	☐	☐
GSA and suppliers collaborate to mitigate risks and costs to the government.	☐	☐	☐	☐	☐	☐
GSA and suppliers collaborate to mitigate risks and costs to the supplier.	☐	☐	☐	☐	☐	☐

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

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 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.	☐	☐	☐	☐	☐	☐
Communications are of high quality.	☐	☐	☐	☐	☐	☐
Communications are transparent throughout the contracting process.	☐	☐	☐	☐	☐	☐
Communications are interactive and collaborative.	☐	☐	☐	☐	☐	☐

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Screen 23

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.	☐	☐	☐	☐	☐	☐
GSA and suppliers collaborate to mitigate risks and costs to the government.	☐	☐	☐	☐	☐	☐
GSA and suppliers collaborate to mitigate risks and costs to the supplier.	☐	☐	☐	☐	☐	☐

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

Screen 24

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.
- ☐ To be classified as Tier 3 Best in Class Contractor
- ☐ Other (please specify)

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Screen 25

Display if GSA Program Office = GSA Multiple Award Schedule (MAS)
Or if GSA Program Office = GSA Employee Relocation Resource Center
Or if Category = Information Technology



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
☐	☐	☐	☐	☐

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Screen 26

Display if GSA Program Office = GSA Multiple Award Schedule (MAS)
Or if GSA Program Office = GSA Employee Relocation Resource Center
Or if Category = Information Technology



How would you rate GSA's training related to the Multiple Award Schedule (MAS) program?

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 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 your company 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 27

Display if GSA Program Office = GSA Multiple Award Schedule (MAS)
Or if GSA Program Office = GSA Employee Relocation Resource Center
Or if Category = Information Technology



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

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Screen 28

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 29

Display to all respondents.



Please provide any additional comments about your experience with GSA.

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Screen 30

Display to all respondents



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

- ☐ GSA Multiple Award Schedule (MAS)
- ☐ 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.

How do you designate the size of your business?

- ☒ Small
- ☐ Other than Small

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
-

Screen 30, continued

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:

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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Submit

Screen 31

Display to all respondents.



Thank you for participating in the 2021 FAS Supplier Survey. Your feedback is vital in shaping our efforts toward improving efficiency, delivering savings and finding the best solutions to meet federal agencies needs.

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