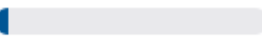


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Tell us about your experience with GSA.

GSA listens and acts on industry partner feedback. Please take 5 minutes to complete this survey about your experience preparing and submitting an offer for GSA's Multiple Award Schedule (MAS). Your feedback is confidential and helps us understand how we can better support you and other GSA industry partners moving forward.

Thank you.

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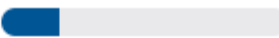
Overall, how satisfied are you with your experience submitting a Multiple Award Schedule (MAS) offer?

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"/>

---

Please share why you rated your experience this way.

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Overall, how would you rate the level of difficulty submitting your MAS offer?

Very Difficult	Difficult	Neither Easy nor Difficult	Easy	Very Easy
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

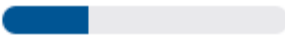
How would you rate the level of difficulty for the following MAS offer process steps:

	Very Difficult	Difficult	Neither Easy nor Difficult	Easy	Very Easy	N/A
Researching the federal marketplace to determine the number of suppliers offering similar products and/or services (market saturation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Researching the federal marketplace to understand demand for your products and/or services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registering your business on System for Award Management (SAM.gov)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reading and understanding the Schedule solicitation (47QSMD20R0001)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding where your products and/or services fit under MAS categories and special item numbers (SINs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Using the MAS Roadmap	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Completing Pathways to Success training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Completing the Readiness Assessment training (Federal Market Analysis)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collecting financial statements and documents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collecting past performance requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collecting project experience requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collecting pricing requirements (i.e., price template, commercial price list or market rate, commercial sales practice, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Determining terms and conditions that apply (i.e., commercial supplier agreement, employee eligibility, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using eOffer to build and submit your offer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify) <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Have you previously submitted a MAS offer in the last 24 months?

- Yes
- No
- I don't know

How would you compare this MAS offer process with other MAS offer processes you may have completed in the past?

- |                        |                       |                       |                       |                       |                       |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Much More<br>Difficult | More Difficult        | About the<br>Same     | Easier                | Much Easier           | N/A                   |
| <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |


How would you compare the MAS offer process you just completed with non-MAS offer processes you may have completed for GSA or other federal agencies? (e.g., commercial vehicles, blanket purchase agreements (BPAs), stand-alone vehicles, etc.)

- |                        |                       |                       |                       |                       |                       |
|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Much More<br>Difficult | More Difficult        | About the<br>Same     | Easier                | Much Easier           | N/A                   |
| <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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Display Logic: If “Yes” to “Have you previously submitted a MAS offer in the last 24 months?”, show question “How would you compare this MAS offer process with other MAS offer processes you may have completed in the past?”. If “No”, proceed to question “How would you compare the MAS offer process you just completed with non-MAS offer processes you may have completed for GSA or other federal agencies?”.

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Are you a third-party consultant?

- Yes
- No
- I don't know

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Did you pay a third-party consultant to assist you during the offer process?

- Yes
- No
- I don't know
- Prefer not to say

---

Did you receive assistance from a Procurement Technical Assistance Center (PTAC) during the offer process?

- Yes
- No
- I don't know
- Prefer not to say

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Display logic: If “No” to “Are you a third-party consultant?” display “Did you pay for a third-party consultant to assist you during the offer process?” and “Did you receive assistance from a Procurement Technical Assistance Center (PTAC) during the offer process?”. If “Yes”, proceed to next question.



On a scale from Strongly Disagree to Strongly Agree, to what extent do you agree with the following statements:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	N/A
GSA employees I interacted with were helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I knew how to contact GSA for assistance throughout the process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I found the resources that I needed quickly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It took a reasonable amount of time to prepare and submit my offer.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understood what was being asked of me throughout the process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The web tools and systems I interacted with were user-friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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What could we improve about the MAS offer process? (Select up to three)

- GSA web page navigation
- Process timeliness
- Help desk support
- Simplify solicitation requirements
- Educational / training resources
- Market research tools
- Contracting personnel responsiveness
- IT systems usability
- Other
- N/A

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Thinking about the MAS offer process, what is one change or improvement you would like to see most?

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Response restriction: Select up to three responses.



Do you consider yourself a small business?

- Yes
- No
- I don't know

---

Please select all that apply.

- 8(a) Business Development
- Historically Underutilized Business (HUB)Zone
- Service Disabled Veteran Owned
- Small Disadvantaged
- Woman Owned
- Other (please specify)
- N/A

---

Please select the category you applied for. (Select all that apply)

- Facilities
- Furniture & Furnishings
- Human Capital
- Industrial Products and Services
- Information Technology (IT)
- Miscellaneous
- Office Management
- Professional Services

- Scientific Management and Solutions
- Security and Protection
- Transportation and Logistics Services
- Travel

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Display logic: If “Yes” to “Do you consider yourself a small business?” then display “Please select all that apply.” If “No” proceed to next question.

0%  100%



Would you like to participate in future opportunities to improve the MAS experience?

- Yes
- No

Please enter your email address.

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[Submit](#)

Display logic: If “Yes” to “Would you like to participate in future opportunities to improve the MAS experience?” show “Please enter your email address.” and text field. If “No” proceed to Submit.