

2023 Customer Loyalty Survey

Screen 1



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

On Screens 1, 2, 3, 5, 6, 7a, 7c, 31, and 32, [Program Office] will be replaced by one of the following:
GSA Information
Technology Category
GSA Personal Property

Welcome to the 2023 General Services Administration Customer Survey!

GSA's Federal Acquisition Service (FAS) uses this survey to improve the way we work with our agency partners. Your responses help the **GSA Assisted Acquisition Services (AAS) Regional Office or FEDSIM** program office identify ways to make your experience better.



[Program Office
Name Inserted Here]

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

If at any point during the survey you need assistance, please email us at surveys@research.gsa.gov.

Thank you in advance for completing the survey.

[Form Approved OMB# 3090-0297 Exp. Date 06/30/2025 and Privacy Act Statement](#)

Link at the bottom of the 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

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 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 Authorities

The information you provide to complete the survey being conducted is collected pursuant to 6 USC § 1523 (b)(1)(A)-(E), the E-Government Act of 2002 (44 USC § 3501), and 40 USC § 501.

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 Domain
Email Address (optional)
Phone Number (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 Program Office=GSA Information Technology Category



GSA Information Technology Category (ITC) provides acquisition support and access to IT solutions, such as Cybersecurity, Cloud, Mobility, Software, Laptops, and Telecommunications Services through contract vehicles like IT solutions on the GSA Multiple Award Schedule, Governmentwide Acquisition Contracts (GWACs), and Enterprise Infrastructure Solutions (EIS). We also manage the HSPD-12 / USAccess (Fed ID Card program).

Have you interacted with or purchased from **Information Technology Category (ITC)** in the past twelve months? (Response required)

- Yes
- No

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If No is selected, skip to Screen 3a

Screen 2b

Display if Program Office=GSA Personal Property Management

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GSA's Personal Property Management program provides redistribution, utilization, donation, exchange/sale, and sale of government-owned personal property.

Personal Property is divided into two programs:

- Utilization & Donation (GSAXcess)
- Sales (MySales, GSA Auctions)

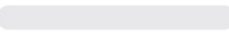
Have you interacted with or purchased from **GSA Personal Property Management** in the past twelve months? (Response required)

- Yes
- No

If No is selected, skip to Screen 3a

Screen 2c

Display if Program Office= Professional Services Human Capital (PSHC) MAS

0%  100%



GSA strives to bring innovative professional services/ human capital solutions to support agencies in achieving their missions. This survey will ask questions about the **Multiple Award Schedule (MAS)** program. Your responses will help us improve our contracts and acquisition expertise to help meet your professional services/ human capital requirements.

Have you interacted with or purchased from **Multiple Award Schedule (MAS)** in the past twelve months? (Response required)

- Yes
- No

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If No is selected, skip to Screen 3b

Screen 2d

Display if Program Office=GSA Global Supply



GSA Global Supply provides commonly used items, including cleaning products, office products and tools, to federal customers--military and civilian--worldwide. Military customers' requisitions for any of these Class II items, where GSA is reflected as the Source of Supply (SOS), submitted via MILSTRIP/automated supply system automatically route to GSA Global Supply for fulfillment. Automated supply systems include GCSS, Army LMP, ERP, One Touch, DPAS, etc.

Have you interacted with or purchased from **GSA Global Supply** in the past twelve months? (Response required)

- Yes
- No

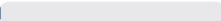
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If No is selected, skip to Screen 3a

Screen 2e

Display if Program Office=GSA SmartPay

0% ( 100%



The **GSA SmartPay** program is the government-wide charge card program and includes purchase, travel, fleet and integrated accounts and payment solutions.

Have you interacted with or purchased from **GSA SmartPay** in the past twelve months? (Response required)

- Yes
- No

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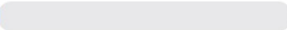
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If No is selected, End Survey

If No is selected, skip to Screen 3b

Screen 2g

Display if Program Office=Data.gov

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Data.gov provides a platform for federal agencies to share and anyone to access datasets from across the federal government, helping to drive innovation and uphold the ideals of an open and transparent government.

Have you interacted with or purchased from **Data.gov** in the past twelve months?
(Response required)

- Yes
- No

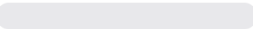
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If No is selected, skip to Screen 3a

Screen 2h

Display if Program Office= GSA Fleet

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GSA Fleet provides safe, reliable low cost vehicle solutions to assist agencies to effectively and efficiently meet their vehicle needs. GSA Fleet is the mandatory source for purchasing non-tactical motor vehicles. GSA Fleet also leases non-tactical vehicles to agencies and offers ancillary vehicle services that provide a complete fleet management solution for agencies.

Have you interacted with or purchased from **GSA Fleet** in the past twelve months? (Response required)

- Yes
- No

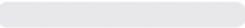
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If No is selected, skip to Screen 3a

Screen 2i

Display if Program Office=GSA Schedule (excluding IT and Professional Services)

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GSA Multiple Award Schedule (excluding IT and Professional Services) assists government customers with a multitude of product and service offerings encompassing several Categories.

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

Have you interacted with or purchased from **Multiple Award Schedule (excluding IT and Professional Services)** in the past twelve months? (Response required)

- Yes
- No

If No is selected, skip to Screen 3

Screen 3a

Display if Program office doesn't equal GSA Personal Property Management and Program office doesn't equal Challenge.gov



Please select the primary reason why you have not interacted with or purchased from **Multiple Award Schedule (excluding IT and Professional Services)** in the past 12 months.

[Program Office
Name Inserted Here]

- I used an alternative acquisition solution
- Agency guidance is to use a different acquisition solution
- My position has changed and I no longer make purchasing decisions for my agency
- My experience with **Multiple Award Schedule (excluding IT and Professional Services)** has been unsatisfactory
- My agency experienced budget cuts
- Other

Submit

Screen 3b

Display if program office=Challenge.gov



Please select the primary reason why you have not interacted with **Challenge.gov** in the past 12 months.

- I did not launch any prize competitions.
- My position has changed, and I no longer manage prize competitions.
- My prize competition needs are supported by vendors.
- My experience with **Challenge.gov** has been unsatisfactory.
- Other

Screen 3c

Display if Program Office= Personal Property Management



Please select the primary reason why you have not interacted with or acquired from **GSA Personal Property Management** in the past 12 months.

- I use an alternate disposal or acquisition solution.
- Agency guidance is to use a different disposal or acquisition solution.
- My experience with GSA Personal Property Management has been unsatisfactory.
- My position has changed and I no longer make federal personal property disposal decisions.
- Other

If responses above is 'I used an alternate disposal or acquisition solution' or 'Agency guidance is to use a different disposal or acquisition solution,' following question appears in same page



Which alternative disposal or acquisition solution did you use?

If response to first question in 3a or 3c is 'I used an alternate disposal or acquisition solution' or 'Agency guidance is to use a different disposal or acquisition solution,' following question appears in same page

For what reasons did you choose the alternative to **\$(e://Field/Program%20Office)?** Select all that apply.

[Program Office
Name Inserted Here]

- Acquisition expertise
- Convenience
- Complies with agency policy
- Customer service
- Diversity of services
- GSA fees
- Flexibility
- Helps get the necessary number of quotes
- Helps meet federal regulations (e.g. FAR, FTR, FMR)
- Helps meet socioeconomic / small business requirements
- Total cost
- Speed - saves time
- Other

If response to first question on 3a, 3b, or 3c is 'My experience with... was unsatisfactory,' the following question displays in the same page



#{e://Field/Program%20Office} strives to improve our services based on customer feedback. Please let us know what has been unsatisfactory about your experience with us.

Screen 4a

Display if Program Office= GSA Schedule (excluding ITC and Professional Services)



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

- Office Management Services and Products Category**
 - Audio Visual Products and Audio Visual Services
 - Document Services
 - Mail Management
 - Publications Media Products and Services
 - Office Suppliers
 - Office Services
 - Office Management Maintenance and Repair
 - Printing and Photographic Equipment
 - Records Management
- Furniture & Furnishing Category**
 - Furniture Services
 - Flooring
 - Healthcare Furniture
 - Fitness Solutions
 - Household, Dormitory & Quarter Furniture
 - Miscellaneous Furniture
 - Office Furniture
 - Package Furniture
 - Signs
- Facilities and Construction, and/or Industrial Products and Services**
 - Facilities Maintenance and Management
 - Hardware Superstore
- Industrial Products and Services and/or Security and Protection**
 - Buildings and Building Materials/Industrial Services and Supplies
 - Scientific Equipment and Services
 - Food Service, Hospitality, Cleaning Equipment and Supplies, Chemicals and Services
 - Total Solutions for Law Enforcement, Security, Facilities Management, Fire Rescue Clothing, Marine Craft and Emergency/Disaster Response

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Screen 4b

Display if portfolio=Information Technology Category

Q17 | ITC Contract Vehicle

Please select the one IT solution you have used in the last 12 months for which you would most like to provide feedback. (Response required)

- COMSATCOM
- Governmentwide Strategic Solution (GSS) Desktop/Laptop BPA
- GWAC - 8(a) STARS III
- GWAC - Alliant 2
- GWAC - VETS 2
- IT Telecom - Enterprise Infrastructure Solutions (EIS)
- Highly Adaptive Cyber Security Solutions (HACS)
- HSPD-12 / USAccess (Fed ID Card program)
- Wireless Mobility Solutions
- 2nd Generation IT (2GIT) BPA
- Multiple Award Schedule (MAS) Information Technology

For ITC respondents, the response to the question above becomes the value for 'Program Office' for the rest of the survey.

Screen 5

Display to all respondents



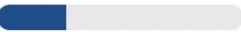
[Program Office Name
Inserted Here]

Please consider all of your interactions with [Program Office Name] in the past 12 months and rate each of the following:

(Response required)

| | Not at all likely | | | | | Very likely | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| How likely are you to recommend to others? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <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 use in the future? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <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 as your first choice? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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0%  100%



Please consider all of your experiences with in the last 12 months and rate each of the following:

(Response required)

| | Very dissatisfied | Dissatisfied | Neither satisfied nor dissatisfied | Satisfied | Very satisfied | N/A |
|-------------------------------------|-----------------------|-----------------------|------------------------------------|-----------------------|-----------------------|-----------------------|
| Customer service | <input type="radio"/> | <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"/> | <input type="radio"/> |
| Quality of products and/or services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Value of products and/or services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ease of doing business with | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Please consider all of your experiences with in the last 12 months. How satisfied or dissatisfied are you with this program overall? (Response required)

| 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"/> |

Screen 7

Display if Program Office= GSA Schedule (excluding ITC and Professional Services)



During the past 12 months, which method(s) did you use most frequently to satisfy your product and services requirements? Pick up to (2). (Response required)

- Micro-purchases or purchase card orders on GSA Advantage!®
 - Issuing task or delivery orders using GSA's Multiple Award Schedules (MAS) or MAS Blanket Purchase Agreement (BPA) under FAR Subpart 8.4
 - Issuing task or delivery orders against a contract already negotiated/awarded by an agency other than GSA
 - Negotiating a stand-alone order under FAR Part 13
 - Negotiating a contract under FAR Part 15
 - Other
-

Before purchasing through the GSA Multiple Award Schedule, what other acquisition vehicles did you consider?

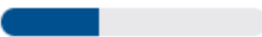
- GSA Global Supply
 - DLA FedMall
 - Seaport e
 - Open Market
 - Other
-

In your professional capacity, how much do you estimate you have spent on GSA Schedules purchases in the last year?

- \$0 - \$10,000
- \$10,001 - \$25,000
- \$25,001 - \$150,000
- \$150,001 - \$1,000,000
- More than \$1,000,000

Screen 8

Display if Program Office= GSA Schedule (excluding ITC and Professional Services)

0%  100%



How satisfied are you with GSA Schedules vendors' ability to meet your requirements in a timely manner?

Extremely
dissatisfied

Dissatisfied

Neither satisfied
nor dissatisfied

Satisfied

Extremely
satisfied

How does the pricing you receive through GSA's Multiple Award Schedules products compare to pricing for identical products available via open market or other procurement vehicles?

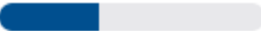
- Schedule pricing is usually lower
- Schedule pricing is sometimes lower
- Prices are generally comparable
- Schedule pricing is sometimes higher
- Schedule pricing is usually higher

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Screen 9

Display if Program Office=GSA Schedule (excluding ITC and Professional Services)

0%  100%



Of the following attributes which are the most important factors of the MAS Program when making your purchasing decisions? Select up to 3. (Response required)

- Meeting socio-economic goals
- Compliance with executive orders, federal mandates, and regulations
- Ability to satisfy sustainability requirements
- Availability of preferred vendors
- Total cost of the product/service
- Made in America product availability
- Total time to acquire the product/service
- Trade Agreement Act (TAA) compliance

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Screen 10

Display if Program Office= GSA Schedule (excluding ITC and Professional Services)



From the following sources of information about GSA Multiple Award Schedule solutions available to you, select the ones you use most frequently? Select up to 3. (Response required)

- GSA Representative
- GSA.gov website
- GSA Acquisition Gateway
- GSA eLibrary
- GSA Advantage!
- GSA Events and Training
- Online or Print Publications

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Screen 11

Display if Program Office= GSA Fleet

0%  100%



In the last twelve months, have you (select all that apply):

- Purchased a vehicle from GSA
- Leased a vehicle from GSA
- Rented a vehicle through the Short Term Rental (STR) Program
- Rented equipment through the Short Term Rental (STR) Program
- Interacted with a Fleet Services Representative
- Contacted the GSA Fleet Accident Management Center (AMC) for assistance
- Contacted the GSA Fleet Maintenance Control Center (MCC) for assistance
- Used the Fleet Services Card to buy fuel, products, or services for your leased vehicle

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Screen 12

Display if Program Office= GSA Fleet



How long have you been using GSA Fleet vehicle leasing or purchasing services?

- Less than 1 year
- 1 year to less than 2 years
- 2 years to less than 3 years
- 3 years to less than 5 years
- 5 years or more

How can GSA Fleet assist you and your agency with Zero Emission Vehicle deployment?

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Screen 13

Display if Program Office=Data.gov

0%  100%



What additional services or capabilities could GSA offer agencies to help your agency meet OPEN Government Data Act requirements? Please select all that apply.

- Metadata management / enterprise data inventory tool
- Dataset hosting
- Dataset usage information
- Public feedback management
- Consulting/Professional Services
- Other (please specify)

What is the most important factor in choosing whether to adopt open data shared services provided by GSA?

- Cost
- Ease of use
- Technical superiority
- Legal / regulatory / interagency agreements
- Agency security requirements
- Other

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Screen 14

Display if Program Office= Multiple Award Schedule (MAS) Professional Services



What factors led you to use **Multiple Award Schedule (MAS) Professional Services** in the last 12 months? Select up to five factors.

- Saves time
- Reduces total cost
- Access to a variety of vendors
- Helps get the necessary number of quotes
- Helps meet federal regulations (e.g. FAR, FTR)
- Helps meet socioeconomic / small business requirements
- Complies with agency policy
- Ability to place Cost Type and Fixed Price contracts
- OMB Category Management Tier 2 Designation
- Ability to combine commercial and non-commercial items in a single contract
- OMB Category Management Tier 3 Best in Class Designation
- Other (please specify)

Which of the following are your **primary** sources of information about **Multiple Award Schedule (MAS) Professional Services**? Select up to five.

- Acquisition Gateway / Professional Services Hallway
- Interact.gsa.gov
- GSA e-tools (GSA Advantage, eBuy, eLibrary, CALC, etc.)
- GSA.gov
- GSA-provided Delegation of Procurement Authority (DPA) training
- Other GSA-provided training
- GSA representative
- Agency- internal contracting representative
- Other (please specify)

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Screen 15

Display if Program Office= Multiple Award Schedule (MAS) Professional Services



Please rate your level of satisfaction with the following aspects of the **Multiple Award Schedule (MAS) Professional Services** website. If you have not visited the website in the last 12 months, please skip this question.

| | Very dissatisfied | Dissatisfied | Neither satisfied nor dissatisfied | Satisfied | Very satisfied | N/A |
|---|-----------------------|-----------------------|------------------------------------|-----------------------|-----------------------|-----------------------|
| Information about contract offerings and services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Relevance of content | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ease of finding what you were looking for | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Signing up for training | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Please rate your level of satisfaction using the following contract resources.

| | Very dissatisfied | Dissatisfied | Neither satisfied nor dissatisfied | Satisfied | Very satisfied | N/A |
|--|-----------------------|-----------------------|------------------------------------|-----------------------|-----------------------|-----------------------|
| Contract Awarded Labor Categories (CALC) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| eLibrary | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| eBuy | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Pre-Award Scope Review | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

What are your preferred methods to receive training about **Multiple Award Schedule (MAS) Professional Services**? Please rank 1 through 4, with 1 being your first choice and 4 being your last choice.

- In-person or classroom training
- One-on-one training with Customer Service Director or Customer Account Manager
- Online training (self-study)
- Online training (live webinar)

0%  100%



Which of the following resources are the **most** valuable when you need **GSA SmartPay** Program information? Select **up to 3**.

- Quarterly A/OPC meetings
- Smart Bulletins
- Monthly discussions with Dave
- GSA SmartPay website
- Email messages
- Interact
- Social media (Facebook, Twitter, Google+, LinkedIn, and/or Yelp)
- Acquisition Gateway (Card Services hallway)

What types of information would you like to see on **GSA SmartPay's** social media sites (Facebook, Twitter, Google+, LinkedIn, and/or Yelp)? Select all that apply.

- GSA SmartPay program news
- GSA SmartPay 3 contract updates
- GSA SmartPay success stories
- Industry News
- Other

Screen 17

Display if Program Office=GSA SmartPay



Please indicate which of **GSA SmartPay's** data tools you find most useful. Rank the below items from 1 to 5, with one being the most useful and five being the least useful.

- Data Warehouse
- Data Management Working Group
- Interesting Data Metrics
- Interact Tool for Government-wide Charge Card Metrics
- Savings Calculator

Please rate your level of satisfaction using the following contract resources:

| | Very dissatisfied | Dissatisfied | Neither satisfied nor dissatisfied | Satisfied | Very satisfied |
|--------------------------------|-----------------------|-----------------------|------------------------------------|-----------------------|-----------------------|
| Products / Services Offered | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Refunds Offered | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Bank Personnel | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Training Availability | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Bank Electronic Access Systems | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Screen 18

Display if Program Office=GSA SmartPay

0%  100%



Given the option, how would you like the annual **GSA SmartPay** Training Forum to be held? Please rank 1 through 3, with 1 being your first choice and 3 being your last choice.

In-person GSA SmartPay Training Forum

Virtual GSA SmartPay Training Forum

Alternation In-person and Virtual GSA SmartPay Training Forums

If **GSA SmartPay** created a Meal Rewards Program for travel card users would your agency be interested in participating?

Yes

No

Tell me more (please enter your email address)

0%  100%



How do you place **the majority** of your GSA Global Supply orders?

- MILSTRIP/FEDSTRIP via your internal supply system (e.g. GCSS, Army LMP, ERP, DPAS, etc.)
- Online via GSA Global Supply website (www.GSAglobalsupply.gsa.gov)
- Online via GSA Advantage!
- Online via FedMall
- Phone (800 number)
- Fax
- Other (please specify)

Screen 20

Display if Program Office= GSA Global Supply



Approximately how often have you submitted requisitions to GSA Global Supply during the past 12 months?

- Fewer than 5 times
- 5-10 times
- Monthly
- Few times per month
- Weekly
- More than weekly

When compiling your orders/requisitions for GSA Global Supply, which one of the following sources do you rely on **most**?

- GSA Global Supply printed catalog
- GSA Global Supply electronic catalog
- GSA Global Supply website
- GSA Advantage!
- Military ordering systems (e.g. GCSS, Armp LMP, ERP, DPAS, etc.)
- Military technical and/or supply publications
- Other (please specify)

Screen 21

Display if Program Office=GSA Global Supply



Please think about the shipments of products you received from GSA Global Supply and select the statements with which you agree. Select all that apply.

- I am generally satisfied with the speed of delivery.
 - I am generally satisfied with the overall condition of the boxes/packages (e.g. no damage).
 - I find most shipments are accurate (i.e. it contained the product(s) you ordered).
 - I find most shipments contain the relevant shipping documents.
 - Other (please specify)
 - None of the above
-

Thinking of the past 12 months, when you had the option of using GSA Global Supply and **chose NOT to**, which of the following alternatives did you choose? Select all that apply.

- Base Supply stores
- Multiple Award Schedules
- FSSI vendors
- Purchases made from other government agencies
- Open market purchases directly from vendors (please specify)
- Other (please specify)
- I did not use any alternative sources in the past 12 months.

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Screen 22

Display if Program Office=GSA Global Supply



Why did you choose to use the alternative supply source rather than GSA Global Supply? Select all that apply.

- Saves time
- Total cost
- Helps meet federal regulation (e.g. FAR)
- Mandatory agency source / policy
- Convenience
- Flexibility
- Helps meet sustainability and environmental regulations
- Product selection
- Product available locally off the shelf
- Other (please specify)

In the last year, if you have spoken with a GSA representative to place an order, to request the status of an order, or to report a problem, please rate your level of satisfaction with the GSA representative's responsiveness.

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

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Screen 23

Display if Program Office=Multiple Award Schedule (MAS) Human Capital



What factors led you to use **Multiple Award Schedule (MAS)** in the last 12 months? Select up to five factors.

- Saves time
- Reduces total cost
- GSA's expertise with professional services acquisition
- Access to a wide range of professional services offerings
- Access to a variety of vendors
- Helps get the necessary number of quotes
- Helps meet federal regulations (e.g. FAR, FTR)
- Helps meet socioeconomic / small business requirements
- Complies with agency policy
- OMB Category Management Tier 2 Designation
- Ability to get financial data for standardized labor categories
- Other (please specify)

Which of the following are your **primary** sources of information about **Multiple Award Schedule (MAS)**? Select up to five sources.

- Acquisition Gateway
- Interact.gsa.gov
- GSA e-tools (GSA Advantage, eBuy, eLibrary, etc.)
- GSA.gov
- Other GSA-provided training
- GSA representative
- Peer or coworker within your agency
- Acquisition Gateway / Human Capital Hallway

Screen 24

Display if Program Office= Multiple Award Schedule (MAS) Human Capital

0% 100%



Please rate your level of satisfaction with the following aspects of the **Multiple Award Schedule (MAS)** website. If you have not visited the website in the last 12 months, please skip this question.

| | Very dissatisfied | Dissatisfied | Neither satisfied nor dissatisfied | Satisfied | Very satisfied | N/A |
|---|-----------------------|-----------------------|---|-----------------------|-----------------------|-----------------------|
| Information about contract offerings and services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Relevance of content | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ease of finding what you were looking for | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Signing up for training | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Please rate your level of satisfaction using the following contract resources.

| | Very dissatisfied | Dissatisfied | Neither satisfied nor dissatisfied | Satisfied | Very satisfied | N/A |
|------------------------|-----------------------|-----------------------|---|-----------------------|-----------------------|-----------------------|
| eLibrary | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| eBuy | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Pre-Award Scope Review | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Screen 25

Display if Program Office= GSA Personal Property Management



Over the past 12 months, in which programs have you participated?

- Utilization & Donation (GSAXcess)
- Sales (MySales, GSA Auctions)
- Both Utilization & Donation and Sales

Thinking of the last 12 months, when you had the option of using GSA Personal Property as your Sales Center and **chose NOT to**, which of the following alternatives did you choose? Please select all that apply.

- USDA - CEPO
- DLA
- DOI, Aviation Management Division
- DOJ, US Marshals Service
- Legislative and Judicial Branches
- Treasury, Asset Forfeiture Division
- U.S. Customs and Border Protection
- Other
- I did not use any other service providers in the past 12 months.

Question only displayed if Agency does not equal SASP

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Screen 26a

Display if Program Office=GSA Personal Property Management and Agency doesn't equal SASP



Thinking of the last time you used GSAXcess to **report** surplus non-donable property, please indicate how strongly you agree or disagree with each of the following:

| | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | N/A |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| The website provided all the information I needed about reporting surplus non-donable property. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| It was easy to submit pictures of the reported property. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Thinking of the last time you used GSAXcess to **acquire** surplus property, please indicate how strongly you agree or disagree with each of the following:

| | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | N/A |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| The product descriptions were enough for me to make a decision. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| It is easy to acquire surplus property using GSAXcess. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Screen 26b

Display if agency=SASP



Thinking of the last time you used GSAXcess to **report** surplus non-donable property, please indicate how strongly you agree or disagree with each of the following:

| | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | N/A |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| The website provided all the information I needed about reporting surplus non-donable property. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| It was easy to submit pictures of the reported property. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Thinking of the last time you used GSAXcess to **acquire** surplus property, please indicate how strongly you agree or disagree with each of the following:

| | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | N/A |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| The number of pictures is enough for me to make a decision. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The product descriptions were enough for me to make a decision. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Screen 27

Display if Program Office= GSA Personal Property Management

Thinking about the Personal Property representative(s) that you have interacted with in the past 12 months, please indicate how strongly you agree or disagree with each of the following:

| | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | N/A |
|--|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| The representative was easy to reach. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The representative provided clear answers to my questions. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |


Thinking of the overall GSA Sales service, please indicate how satisfied or dissatisfied you are with each of the following:

Question only displayed if Agency does not equal SASP

| | Very dissatisfied | Dissatisfied | Neither satisfied nor dissatisfied | Satisfied | Very satisfied | N/A |
|--|-----------------------|-----------------------|------------------------------------|-----------------------|-----------------------|-----------------------|
| Ease of using MySales to monitor sales of my agency's property | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Timeliness of selling with GSA | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Proceeds returned to my agency | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Screen 28

Display if Program Office= GSA Personal Property Management and agency=SASP

0%  100%



If GSA's Personal Property Management Office reviewed your State Agency for Surplus Property (SASP) Operations within the last 12 months, how beneficial did you find the review?

- Not at all beneficial
- Slightly beneficial
- Moderately beneficial
- Very beneficial
- Extremely beneficial
- N/A

Please rate your overall satisfaction with GSA Personal Property Management's support of your Federal Surplus Personal Property Donation program.

- Very dissatisfied
- Dissatisfied
- Neither satisfied nor dissatisfied
- Satisfied
- Very satisfied

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Screen 29
Display to all respondents.



Please indicate how strongly you agree or disagree with this statement:

Program office name inserted here
"The **Multiple Award Schedule (MAS) Human Capital** program office is acting in my best interest."

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

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Screen 30

Display to all respondents unless Program Office=MAS Human Capital or MAS Professional Services



Program office name inserted here

If you could make one change to **Data.gov**, what would it be?

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Screen 31

Display if Program Office= MAS Professional Services or MAS Human Capital (vocab changes accordingly)



If you could make one change to how you purchase **human capital services** from GSA, what would it be?

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Screen 32


Display to all respondents

0%  100%



In what federal agency, branch of military service, or state, local, or tribal government do you work?

Agency 

Component 

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Screen 33

Display to all respondents

0%  100%



Which of the following best describes your position?

What is the 5-digit zip code at your primary place of work (i.e. your duty station where you typically report)?

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Screen 34

Display to all respondents

0%  100%



Thank you for taking the time to complete the FAS Customer Survey. When you are finished, please click "Submit" below.

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[Submit](#)

