2023 Industry Satisfaction Survey

Screen 1

GSA

Welcome to the 2023 GSA Industry Satisfaction 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 **GSA Multiple Award Schedule (MAS)**.

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 06/30/2025 and Privacy Act Statement

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:

Screen 2a

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

GSA

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

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

Are you **currently approved** to provide goods and/or services to federal agencies via **GSA Multiple Award Schedule (MAS)**? (Response required)

○ Yes
○ No

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

Screen 2b

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

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

Are you **currently approved** to provide goods and/or services to federal agencies via **GSA Fleet**? (Response required)

○ 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 Portfolio (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.

Please complete this survey related to your **Multiple Award Schedule (MAS) Information Technology** contract.   Program Office name inserted here

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Are you **currently approved** to provide goods and/or services to federal agencies via **Multiple Award Schedule (MAS) Information Technology**? (Response required)   Program Office name inserted here

○ 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** provides travel services to the government, including:

- City Pair Program (CPP) for air passenger transportation services
- Electronic Travel System (ETS) for a web-based, end-to-end travel management service
- A number of lodging programs (short term (FedRooms), extended stay, and emergency lodging)
- Travel management centers (TMCs)
- Travel consulting services

Are you **currently approved** to provide goods and/or services to federal agencies via **GSA Center for Travel Management**? (Response required)

○ Yes
○ No

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 Management Office 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/or services to federal agencies via **GSA Transportation Management Office**? (Response required)

○ 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:

GSA

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/or services to federal agencies via **GSA Employee Relocation Resource Center (ERRC)**? (Response required)

○ 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 contracting and acquisition expertise, which will allow us to help federal agency customers meet their professional services requirements.

Are you **currently approved** to provide goods and/or services to federal agencies via **One Acquisition Solution for Integrated Services (OASIS)**? (Response required)

○ 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 and Program Office= Multiple Award Schedule (MAS)

GSA

Please complete this survey related to your **Multiple Award Schedule (MAS)** contract. Your responses will help us improve our contracting and acquisition expertise, which will allow us to help federal agency customers meet their professional services requirements.

Are you **currently approved** to provide goods and/or services to federal agencies via **Multiple Award Schedule (MAS)**? (Response required)

○ 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)

GSA

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

Are you **currently approved** to provide goods and/or services to federal agencies via **Human Capital and Training Solutions (HCaTS)**? (Response required)

○ Yes
○ No

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

Screen 3

GSA

Thank you for your willingness to participate in GSA's Federal Acquisition Service (FAS) Industry Satisfaction 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

GSA

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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Proceed to Screen 5.

Screen 5
Display to all respondents

GSA

Please consider all of your experiences with the **Multiple Award Schedule (MAS) Information Technology** program over the past 12 months, and rate the following items: (Response required)

Program Office name inserted here

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Industry expertise	O	O	O	O	O
Contracting expertise	O	O	O	O	O
Communication	O	O	O	O	O
Procurement process	O	O	O	O	O
Technology and systems	O	O	O	O	O

How likely are you to recommend **Multiple Award Schedule (MAS) Information Technology** to your federal customers? (Response Required)

Program Office name inserted here

Very unlikely	Somewhat unlikely	Neither likely nor unlikely	Somewhat likely	Very likely
O	O	O	O	O

Program Office name inserted here

If you had the option, how likely would you be to consider **Multiple Award Schedule (MAS) Information Technology** as your first choice for government acquisition? (Response Required)

Very unlikely	Somewhat unlikely	Neither likely nor unlikely	Somewhat likely	Very likely
O	O	O	O	O

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Proceed to Screen 6.
Screen 6

If Portfolio = GSA General Supplies and Services, skip to Screen 7.
If Program Office = GSA Fleet, skip to Screen 10.

GSA

How satisfied are you with **Multiple Award Schedule (MAS) Information Technology** overall? (Response required)

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

What could GSA do to enhance the services that we provide? (Select up to **3 choices**, response required)

- ☐ 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
- ☐ No service enhancement is needed
- ☐ 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.

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.
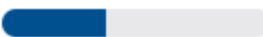If Portfolio = Professional Services, skip to Screen 20.
If Program Office = Human Capital and Training Solutions (HCaTS), skip to Screen 22.
If Program Office= GSA Information Technology Category, skip to screen

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? (Response required)

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
☐ GSA Global Supply (products only)
☐ Other (please specify) _____

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Screen 8

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

GSA

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) [_____]

Skip to Screen 29.

Screen 10 (Display if GSA Program Office (embedded data) = GSA Fleet)

0% ▰▰▰▰▱▱ 100%

GSA

What services or products do you provide to GSA Fleet?

☐ Purchased Vehicles
☐ Rental Vehicles
☐ Rental Equipment
☐ Marshalling and/or Auctioning services
☐ Other _____

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

[text area]

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Skip to Screen 32.

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

GSA

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 Office's communications	○	○	○	○	○
The quality of GSA Transportation Management Office's communications	○	○	○	○	○
The transparency of GSA Transportation Management Office's acquisition/procurement process	○	○	○	○	○
The cooperation of GSA Transportation Management Office in resolving problems	○	○	○	○	○
The overall quality of the working relationship between GSA Transportation Management Office and your company	○	○	○	○	○
The commitment of GSA Transportation Management Office to continuous improvement	○	○	○	○	○
The opportunity your company is given to provide GSA Transportation Management Office 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 Office offer to its federal customers?

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

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

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Skip to Screen 32.
Screen 15

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

GSA

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

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

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Screen 16

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

Which relocation services does your organization provide? Select all that apply.

- ☐ Homesale – MAS SIN 531
- ☐ Move Management Services – MAS SIN 531
- ☐ Household Goods Moving Services - CHAMP
- ☐ Relocation Technology
- ☐ Other, please specify [_____]

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

- ☐ Household Goods Pre-Bid Meeting (August 2022)
- ☐ ERRC Bi-Monthly Supplier Meetings
- ☐ ERRC's Agency Meetings as a Hot Topic Training Presenter
- ☐ Agency-Industry Meetings on Select Topics (Lithium Battery shipments, EV Shipments, etc.)

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

- ☐ Consolidated contract for relocation management services that enables agencies to sign task orders to access centrally managed blanket purchase agreements or government-wide contracts in lieu of contracting individually for relocation services
- ☐ 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, complete and submit forms, etc., from a cell phone or tablet
- ☐ Same contracting vehicles, service delivery models, and systems currently used by the agencies and transferees

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Skip to Screen 29.

Screen 17

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

GSA

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. (Response required)

	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)

![GSA logo]

Please rate your agreement with the following statements about the collaboration between the **One Acquisition Solution for Integrated Services (OASIS)** program office and suppliers. (Response required)

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

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

Screen 19

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

GSA

What could the **One Acquisition Solution for Integrated Services (OASIS)** Program office offer to prime contract holders to increase business?

What support could the **One Acquisition Solution for Integrated Services (OASIS)** Program Office offer to prime contract holders now, and as OASIS sunsets in 2024?

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Screen 20

Display if GSA Portfolio (embedded data) = Professional Services and Program Office= Multiple Award Schedule (MAS)

GSA

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

	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

GSA

Please rate your agreement with the following statements about the collaboration between the **Multiple Award Schedule (MAS)** program office and suppliers. (Response required)

	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?

[text box]

Skip to Screen 29.
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. (Response required)

	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 suppliers. (Response required)

	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?

[text box]

Screen 24

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

GSA

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)

[text box]

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Screen 29

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.

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Screen 30

Or if Category = Information Technology

Have you attended any training related to the **Multiple Award Schedule (MAS)** program?

◉ Yes
○ No

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

Display if response to previous question is 'Yes'

Not effective at all	Slightly effective	Moderately effective	Very effective	Extremely effective	N/A
○	○	○	○	○	○

What training topics would you like to see GSA offer related to the **Multiple Award Schedule** program?
Select all that apply.

☐ How to manage your contract
☐ How customers place orders
☐ Pricing information and policy
☐ Socioeconomic programs
☐ How to modify your contract
☐ Systems and eTools
☐ Other _____

Screen 31

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

GSA

What motivated your company to pursue a **Multiple Award 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)

[text box]

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Screen 32
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

GSA

Please indicate your level of agreement with the following statements:

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
The new **Pathways to Success** training prepared my company for the administration of my GSA contract.	○	○	○	○	○	○
The new **Readiness Assessment** prepared my company for the administration of my GSA contract.	○	○	○	○	○	○

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Screen 33a

Display if response to 'How satisfied are you with Program Office overall?' is Very Satisfied

0% ▬▬▬▬▬▬ 100%

What is **Multiple Award Schedule (MAS)** doing well?

[text area]

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Screen 33b
Display if response to 'How satisfied are you with Program Office overall?' is Somewhat Satisfied

Please provide any additional comments about your experience with GSA.

[text area]

Screen 33c

GSA

[Program Office Name Inserted Here]

How can ${e://Field/Program%20Office} improve?

Screen 34

Display to all respondents

GSA

Please identify the type of product and/or service supplier you are for GSA Fleet. Select all that apply.

☐ Original Equipment Manufacturer (OEM)
☐ Vehicle Product Reseller
☐ Vehicle Service Provider
☐ Vehicle Rental Provider
☐ Equipment Rental Provider
☐ Charging Station Provider
☐ Other (please specify) [_____]

This question only appears if program office=GSA Fleet

GSA

How do you designate the size of your business? (Response Required)

⦿ Small
◯ Other than Small

What additional designations apply to your business? Select all th Display if 'Small' is selected for previous question

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

Approximately what percentage of your annual sales are through a GSA contract solution? (Response Required)

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

What are your annual GSA contract sales? (Response Required)

⦿ $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

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

Display if $0-$10,000 or $10,001-$25,000 is selected for previous question

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Display to all respondents

GSA

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

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Display to all respondents

0% ▬▬▬▬▬▬ 100%

GSA

Thank you for participating in the 2023 FAS Industry Satisfaction 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.