

IRS OCPO Industry Partners Awards Process Survey 2023

The Paperwork Reduction Act requires that the IRS include an OMB control number on all public information requests. The OMB Control Number for this study is 1545-1432. All responses to this survey will be kept private to the extent allowed by law. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the Internal Revenue Service, Special Services, 1111 Constitution Ave. NW, Room 6129, Washington, DC 20224.

DEMOGRAPHICS

DEM1. What is your role?

- ☐ Business Development/Capture
- ☐ Contract Administration
- ☐ Program Management
- ☐ Technical/Subject Matter Expert
- ☐ Other: please specify _____

(End of Page 1)

DEM2. Which of the Office of Management and Budget (OMB) categories best describes your organization's products and/or services? Please select all that apply.

For reference - <https://www.acquisition.gov/content/category-management>

- ☐ Information Technology (IT)
- ☐ Facilities & Construction
- ☐ Professional Services
- ☐ Medical
- ☐ Transportation and Logistic
- ☐ Industrial Products & Services
- ☐ Travel
- ☐ Security & Protection
- ☐ Human Capital (Training Education)
- ☐ Office Management

Destination: **Page 3** (Set in DEM2 (Information Technology (IT)))

Destination: **Page 4** (Set in DEM2 (Facilities & Construction))

Destination: **Page 4** (Set in DEM2 (Professional Services))

Destination: **Page 4** (Set in DEM2 (Medical))

Destination: **Page 4** (Set in DEM2 (Transportation and Logistic))

Destination: **Page 4** (Set in DEM2 (Industrial Products & Services))

Destination: **Page 4** (Set in DEM2 (Travel))

Destination: **Page 4** (Set in DEM2 (Security & Protection))

Destination: **Page 4** (Set in DEM2 (Human Capital (Training Education)))

Destination: **Page 4** (Set in DEM2 (Office Management))

(End of Page 2)

DEM2A. Please specify which Information Technology specific products and/or services your organization provides. Please select all that apply.

For reference - <https://www.acquisition.gov/content/category-management>

- ☐ IT Software
- ☐ IT Hardware
- ☐ IT Consulting
- ☐ IT Security
- ☐ IT Outsourcing
- ☐ Telecommunications
- ☐ Other (please specify): _____

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ENGAGEMENT WITH THE IRS OCPO

In this section, we would like to understand how you have interacted with the IRS Office of the Chief Procurement Officer (OCPO) and your overall procurement experience doing business with the IRS OCPO. OCPO refers to any part of the IRS Procurement organization, including operational Contracting Officers/Contract Specialists, Small Business Specialists, Policy personnel, managers, etc.

Identify the stages of the procurement lifecycle that you have interacted with the IRS OCPO.

ENG1. Have you participated in the Pre-Award Process with the IRS OCPO? (e.g. market research, industry days, requirements development, solicitation, etc.).

- ☐ Yes
- ☐ No

Destination: **Page 5** (Set in ENG1 (Yes))

Destination: **Page 6** (Set in ENG1 (No))

(End of Page 4)

ENG1A. Thinking of the Pre-award Process, how satisfied are you with these stages?

	Very Dissatisfie d m	Dissatisfie d m	Neutra l m	Satisfie d m	Very Satisfie d m	Not Applicabl e m
1. Pre-solicitation/quote process (e.g., market research, pre-solicitation conference, industry day etc.)						
2. Proposal/quote process (e.g., vendor submission, evaluation, discussion, feedback/listening session etc.)	m	m	m	m	m	m

ENG1B. If you answered neutral or negatively on the above question regarding your participation in the Pre-award Process, please provide additional details about why you answered in this manner.

Destination: **Page 5** (Set in ENG1A)

(End of Page 5)

ENG2. Have you participated in the Award Process with the IRS OCPO (e.g. start of period of performance)?

☐ Yes
☐ No

Destination: **Page 7** (Set in ENG2 (Yes))

Destination: **Page 8** (Set in ENG2 (No))

(End of Page 6)

ENG2A. Thinking of the Award Process, how satisfied are you with these stages?

	Very Dissatisfi ed m	Dissatisfi ed m	Neutr al m	Satisfi ed m	Very Satisfi ed m	Not Applicab le m
1. Contract award/execution process						
2. Contract debriefing/feedback/list ening session process	m	m	m	m	m	m
3. Initial contract/order issuance, kickoff and work engagement process	m	m	m	m	m	m

ENG2B. If you answered neutral or negatively on the above question regarding your participation in the Award Process, please provide additional details about why you answered in this manner.

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ENG3. Have you participated in the Post-award Process at the IRS OCPO (e.g. payment, onboarding, performance, etc.)

☐ Yes

☐ No

Destination: **Page 9** (Set in ENG3 (Yes))

Destination: **Page 10** (Set in ENG3 (No))

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ENG3A. Thinking of the Post-award Process, how satisfied are you with these stages?

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
1. Onboarding and clearance process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Task and Delivery Order issuance process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Payments/Invoices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Ongoing OCPO and Contracting Officer Representative (COR) relationship throughout contract	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ENG3B. If you answered neutral or negatively on the above question regarding your participation in the Post-award Process, please provide additional details about why you answered in this manner.

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PROCUREMENT EXPERIENCE

In this section, we would like to understand your overall experience doing business with the IRS OCPO.

PEX1. Please rate the following statements as they relate to your communications and interactions with the IRS OCPO.

	Very Dissatisfi ed	Dissatisfi ed	Neutr al	Satisfie d	Very Satisfie d	Not Applicab le
1. I receive clear communication.	m	m	m	m	m	m
2. I receive sufficient information about future strategies and plans.	m	m	m	m	m	m
3. I know who to contact when I have an issue.	m	m	m	m	m	m
4. IRS employees are knowledgeable about contracting.	m	m	m	m	m	m
5. I have clarity around desired goals and outcomes of acquisitions.	m	m	m	m	m	m
6. I receive responsive support.	m	m	m	m	m	m
7. I believe the OCPO provides the IRS access to high-quality, innovative, best-value solutions and products.	m	m	m	m	m	m
8. I think the OCPO understands how to work with my type of business.	m	m	m	m	m	m

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PEX2. Overall, how satisfied are you with your experience with the IRS OCPO?

- ☐ Very Dissatisfied
- ☐ Dissatisfied
- ☐ Neutral
- ☐ Satisfied
- ☐ Very Satisfied

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PEX3. Please provide any additional information about your overall experience with the IRS OCPO.

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FUTURE OPPORTUNITIES

Finally, we would like to understand your perspective on future opportunities in working with the IRS OCPO.

OPP1. Which of the following opportunities are you most interested in, going forward, to improve your experience with the IRS OCPO? Please select all that apply.

- ☐ One-on-One with requirements owners
- ☐ Industry Days
- ☐ Pilot IRS opportunities
- ☐ Availability and access to current IRS Procurement Forecast opportunities
- ☐ Small business usage
- ☐ Broader use of Government-Wide, Department-wide, and Agency-wide vehicles
- ☐ Other: please specify _____

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OPP2. If you have any additional comments to share about enhancing your experience with the IRS OCPO, please provide them below.

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Submit. Click the 'Submit Survey' button below to submit your responses.

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