

Welcome/Instructions:

Thank you for participating in the Acquisition 360 Survey. Responses are voluntary and are anonymous. Your feedback is important in helping us understand participant experiences to improve our processes to build a better Federal acquisition system for all.

1. What is the Notice ID (sometimes referred to as the "Solicitation ID") for the procurement being surveyed?

[Limited Character Response Box]

2. Which one of the following roles did you play in the acquisition?

☐ Actual / Potential Offeror

[If selected, survey tool starts with Question 3 on to Actual / Potential Offeror Survey starting on Page 2]

☐ Government Contracting Office

[If selected, survey tool starts with Question 25 on the Government Contracting Office Survey starting on Page 6]

☐ Government Program Office (Customer)

[If selected, survey tool starts with Question 37 on the Government Program Office (Customer) Survey starting on Page 8]

Actual / Potential Offeror Survey

Responses to these questions are not intended to identify you as a respondent, but to ensure we gain insight into various groups' views and satisfaction with the procurement process.

3. Did you submit an offer on this solicitation? **Yes/No**

4. Are you a small business?¹ **Yes/No/Don't Know**

[If "Yes" is selected, Questions 5, 6, and 7 appear. If "No" or "Don't Know" is selected, the survey proceeds to Question 8.]

5. Select all that apply

- ☐ Small disadvantaged business
- ☐ Women-owned small business
- ☐ Service-disabled veteran-owned small business
- ☐ Historically Underutilized Business Zone (HUBZone) small business

6. Have you used any of the following resources to assist in doing business with the government?

Select all that apply

- ☐ SBA Procurement Center Representatives
- ☐ Procurement Technical Assistance Centers (PTACs)
- ☐ GSA Vendor Support Center
- ☐ Agency Office of Small and Disadvantaged Business Utilization (OSDBU) or Office of Small Business Programs (OSBP)

7. Did you learn of this opportunity through outreach that helps attract new and/or more socio economically diverse vendors? **Yes/No**

a. If Yes, the following options appear with a "Select all that apply" prompt

- ☐ From an agency
- ☐ From a state or local government
- ☐ From a competitor
- ☐ From a partner organization

For the following questions pertaining to different aspects of the Presolicitation Phase, please rate your level of satisfaction from "Extremely Dissatisfied" to "Extremely Satisfied". If the Presolicitation aspect does not apply, please select "Not Applicable".

<u>Presolicitation Phase</u> How satisfied were you:	Extremely Satisfied	Moderately Satisfied	Neither Satisfied nor Dissatisfied	Moderately Dissatisfied	Extremely Dissatisfied	Not Applicable
8. With the agency's vendor	☐	☐	☐	☐	☐	☐

¹ You can see whether your business is small using the Small Business Administration's size standards tool available at: <https://www.sba.gov/size-standards>.

engagement methods (e.g., RFIs, RFQs, draft RFP, preaward conferences) in fostering early communication and exchange before submission of quotes or offers?						
9. That the exchange offered by any industry day(s) (or similar event) provided valuable information that improved your understanding of the agency's requirements?	☐	☐	☐	☐	☐	☐
10. With the agency's understanding of the state of this marketplace?	☐	☐	☐	☐	☐	☐

<u>Solicitation Phase</u> How satisfied were you:	Extremely Satisfied	Moderately Satisfied	Neither Satisfied nor Dissatisfied	Moderately Dissatisfied	Extremely Dissatisfied	Not Applicable
11. With the clarity of the requirements?	☐	☐	☐	☐	☐	☐
12. That the agency kept offerors informed about any delays in the solicitation process (considering both the initial release and any subsequent delays), if applicable?	☐	☐	☐	☐	☐	☐
13. That the solicitation included clear submission instructions that sufficiently guided offerors or respondents in preparing offers or responses to requests for information?	☐	☐	☐	☐	☐	☐
14. That the solicitation included clear submission instructions that sufficiently guided offerors or respondents in preparing offers or responses to requests for information?	☐	☐	☐	☐	☐	☐

15. That the Government chose an appropriate contract type based on the requirement and associated risks?	☐	☐	☐	☐	☐	☐
16. That the Government chose an appropriate source selection methodology?	☐	☐	☐	☐	☐	☐
17. That the agency answered questions regarding the solicitation in such a way that it helped you to prepare the offer?	☐	☐	☐	☐	☐	☐
18. With the opportunity to propose unique and innovative solutions (e.g., the solicitation and evaluation criteria promoted innovation)?	☐	☐	☐	☐	☐	☐
19. With the amount of time the agency gave to submit an offer?	☐	☐	☐	☐	☐	☐
20. That the solicitation's evaluation methodology allowed for the best selection among competing offers?	☐	☐	☐	☐	☐	☐
21. With the quality of the agency's debriefing (e.g., it allowed you to understand how to improve on similar efforts in the future)?	☐	☐	☐	☐	☐	☐

<u>Overall Satisfaction</u>	Extremely Satisfied	Moderately Satisfied	Neither Satisfied nor Dissatisfied	Moderately Dissatisfied	Extremely Dissatisfied	Not Applicable
22. How satisfied were you with your overall experience on this acquisition?	☐	☐	☐	☐	☐	☐

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
23. This transaction increased my confidence in the acquisition process.	☐	☐	☐	☐	☐	☐

24. If given the opportunity, what would you change about the process to improve your experience?

[Open Text Field]

End of Survey for Actual / Potential Offeror Respondents

Government Contracting Office Survey

<u>Planning</u> How satisfied were you:	Extremely Satisfied	Moderately Satisfied	Neither Satisfied nor Dissatisfied	Moderately Dissatisfied	Extremely Dissatisfied	Not Applicable
25. That the requirements/program office conducted meaningful market research?	☐	☐	☐	☐	☐	☐
26. With the requirements/program office's ability to provide any necessary documents allowing for the timely completion of the acquisition package?	☐	☐	☐	☐	☐	☐
27. That the requirements/program office allotted adequate time for a successful procurement?	☐	☐	☐	☐	☐	☐
28. That the requirements/program office appropriately prioritized supplier diversity and other relevant equity considerations in the planning process?	☐	☐	☐	☐	☐	☐
29. That the requirements/program office supported the use of innovative acquisition techniques in the planning process (e.g., down-select procedures, technical demonstrations, oral presentations)?	☐	☐	☐	☐	☐	☐

<u>Communication</u> How satisfied were you:	Extremely Satisfied	Moderately Satisfied	Neither Satisfied nor Dissatisfied	Moderately Dissatisfied	Extremely Dissatisfied	Not Applicable
30. With the clarity and effectiveness of the program office's communication of their needs and time	☐	☐	☐	☐	☐	☐

constraints?						
31. With the program office's responsiveness to your questions (communicating in a clear, courteous, timely, and professional manner)?	☐	☐	☐	☐	☐	☐
32. With your understanding on how - and to whom - you should elevate problems for resolution in the program office?	☐	☐	☐	☐	☐	☐
33. With the program office's technical expertise in evaluating proposals?	☐	☐	☐	☐	☐	☐

<u>Overall Satisfaction</u>	Extremely Satisfied	Moderately Satisfied	Neither Satisfied nor Dissatisfied	Moderately Dissatisfied	Extremely Dissatisfied	Not Applicable
34. How satisfied were you with the overall support provided by the program office in the acquisition process?	☐	☐	☐	☐	☐	☐

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
35. This transaction increased my confidence in the acquisition process.	☐	☐	☐	☐	☐	☐

<u>If your award was made using Government-wide Acquisition Contracts (GWACs) or GSA Schedules:</u>	Extremely Satisfied	Moderately Satisfied	Neither Satisfied nor Dissatisfied	Moderately Dissatisfied	Extremely Dissatisfied	Not Applicable
36. Please rate your overall satisfaction with the contract vehicle based upon the outcomes you have experienced so far?	☐	☐	☐	☐	☐	☐

End of Survey for Government Contracting Office Respondents

Government Program Office (Customer) Survey

37. Were you part of an IPT (Integrated Procurement Team)? **Yes/No**

<u>Planning</u> How satisfied were you:	Extremely Satisfied	Moderately Satisfied	Neither Satisfied nor Dissatisfied	Moderately Dissatisfied	Extremely Dissatisfied	Not Applicable
38. With the acquisition milestone schedule?	☐	☐	☐	☐	☐	☐
39. With the procurement office's ability to keep you informed of any changes to the acquisition milestone schedule?	☐	☐	☐	☐	☐	☐
40. With the procurement office's assistance in the acquisition planning process, which allowed you to better understand and participate in the procurement?	☐	☐	☐	☐	☐	☐
41. With the procurement office's use of innovative acquisition techniques to reduce burden and streamline the acquisition process (e.g., down-select procedures, technical demonstrations, oral presentations)?	☐	☐	☐	☐	☐	☐
42. With the procurement office's engagement with industry in the acquisition process?	☐	☐	☐	☐	☐	☐
43. With the procurement office's efforts to explain strategies that could achieve greater participation of underserved communities while meeting customer requirements?	☐	☐	☐	☐	☐	☐

<u>Communication</u> How satisfied were you:	Extremely Satisfied	Moderately Satisfied	Neither Satisfied nor Dissatisfied	Moderately Dissatisfied	Extremely Dissatisfied	Not Applicable
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			nor Dissatisfied			
44. With the procurement office's responsiveness to your questions (communicating in a clear, courteous, timely, and professional manner)?	☐	☐	☐	☐	☐	☐
45. With the procurement office's effectiveness in resolving any issues or delays encountered during the acquisition process?	☐	☐	☐	☐	☐	☐
46. With your understanding on how - and to whom - you should elevate problems for resolution?	☐	☐	☐	☐	☐	☐
47. With early communications describing the roles and responsibilities of the procurement office and of your office (program office)?	☐	☐	☐	☐	☐	☐

<u>Overall Satisfaction</u>	Extremely Satisfied	Moderately Satisfied	Neither Satisfied nor Dissatisfied	Moderately Dissatisfied	Extremely Dissatisfied	Not Applicable
48. How satisfied were you with the overall support provided by the procurement office in the acquisition process?	☐	☐	☐	☐	☐	☐

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
49. This transaction increased my confidence in the acquisition process.	☐	☐	☐	☐	☐	☐

End of Survey for Government Program Office (Customer) Respondents