

Agency for Healthcare Research and Quality Procurement Office Contractor Survey -- Government Procurement

Instructions:

Completing the survey:

To select or change an answer: Use your mouse to move the cursor into the tick box of your desired answer. Click with the left button on your mouse to select your preferred response. There are two types of tick boxes on the survey form:

1. Round like this:

The round tick boxes let you click on only one box in a group. If you wish to change a selection, selecting a new tick box deselects the previous one.

2. Square like this:

The square tick boxes allow you to select as many boxes as you want. If you wish to change a selection, click the box again to deselect it.

Type-written answers: Use your mouse to move the cursor into the text box. Click with the left button in the text box and use the delete or backspace key to remove or change your answer.

If interrupted, your answers will remain in place as long as you do not exit your browser.

Click on the tick box labeled as **Unknown/NA** if you do not have enough information to respond to the statement or if the statement is not relevant to your office (e.g., if a statement asks your opinion on a process or function that you do not participate in).

A **Comments** section is provided at the end of the survey if you wish to elaborate on your answers or if you wish to provide suggestions for improving the acquisition process.

At the end of the survey, click the box marked "**Click here to submit your completed survey**" when you are finished.

Efficiency

An efficient procurement process keeps burdens on industry and government to a minimum, eliminates wasteful practices, and allows for the preparation of contract proposals at low cost.

Q-1 How satisfied are you that our contracting and program offices are operated efficiently?

Select one answer in each column.

Contracting Office

- Not Satisfied
- Slightly Satisfied
- Satisfied
- Very Satisfied

Program Offices

- Not Satisfied
- Slightly Satisfied
- Satisfied
- Very Satisfied

Extremely Satisfied

 Extremely Satisfied

Timeliness

A key objective of our procurement process is to obtain products or services from our vendors in a timely manner.

Q-2 How satisfied are you with the time it takes to receive the award of a contract or simplified acquisition?

Select one answer.

- Not Satisfied
 Slightly Satisfied
 Satisfied
 Very Satisfied
 Extremely Satisfied

Q-3 Do you agree or disagree that our **contracting office** takes the following actions in a timely manner?

Select one answer for each action.

Action	Level of Agreement / Disagreement
Responds promptly to your requests for procurement schedules	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Develops contract monitoring strategies with you soon after contract award	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Helps you obtain government-furnished data or equipment when you need it	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Seeks to remedy contract administration problems quickly	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable

Helps you receive timely payment	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
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Timeliness (cont.)

Q-4 Do you agree or disagree that our **program offices** take the following actions in a timely manner?

Select one answer for each action.

Action	Level of Agreement / Disagreement
Develops contract monitoring strategies with you soon after contract award	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Provides government-furnished data or equipment when you need it	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Seeks to remedy contract administration problems quickly	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Helps you receive timely payment	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable

Quality

Another key objective of our procurement process is to obtain quality products and services from our vendors.

Q-5 Do you agree or disagree that our **contracting office** meets the following quality criteria?

Select one answer for each quality criterion.

Quality Criterion	Level of Agreement / Disagreement
Has adequate understanding of your products and services	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Asks industry to help clarify government contract requirements (e.g., via draft solicitations), as appropriate	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Understands the business aspects of the marketplace in which you operate	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Uses appropriate evaluation factors to help select quality vendors	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Uses clear and complete contract terms and conditions	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Answers your contracting questions well, regardless of the staff person involved	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Knows about current acquisition policies, procedures, and strategies	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree

	<input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Administers your contracts effectively	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable

Quality (cont.)

Q-6 Do you agree or disagree that our **program offices** meet the following quality criteria?

Select one answer for each quality criterion.

Quality Criterion	Level of Agreement / Disagreement
Has adequate technical knowledge of your products, services, and capabilities	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Develops statements of work that are clear and complete	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Develops statements of work that tell you what must be done, not how to do it	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Answers your technical questions well, regardless of the staff person involved	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable

Cooperation

To obtain quality products and services in a timely manner, we need to build solid working relationships with our vendors.

Q-7 Do you agree or disagree that our **contracting office** cooperates well with you?

Select one answer for each cooperation criterion.

Cooperation Criterion	Level of Agreement / Disagreement
Deals with you in a courteous, businesslike manner	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Treats you fairly	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Communicates well with you	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Negotiates in good faith	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Provides helpful debriefings	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Works closely with you to resolve preaward issues	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Gives you sufficient time to respond to requests for proposals, cost/price data, etc.	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree

	<input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Uses appropriate tools (e.g., automation, electronic commerce, Internet) to make your job easier	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Works closely with you to monitor contract performance	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Gives you sufficient opportunity to verify information on your past performance	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Cooperation (cont.)	
Q-8 Do you agree or disagree that our program offices cooperate well with you?	
Select one answer for each cooperation criterion.	
Cooperation Criterion	Level of Agreement / Disagreement
Deals with you in a courteous, businesslike manner	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Treats you fairly	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Communicates well with you	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable

Provides helpful debriefings	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable
Works closely with you to monitor contract performance	<input type="radio"/> Strongly Disagree <input type="radio"/> Disagree <input type="radio"/> Neither Disagree nor Agree <input type="radio"/> Agree <input type="radio"/> Strongly Agree <input type="radio"/> Not Applicable

Overall Evaluation

Considering all the factors listed above and any other factors that we have not specifically noted, please give us your overall evaluation.

Q-9 How satisfied are you with the overall performance of our contracting and program offices?

Select one answer in each column.

Contracting Office	Program Offices
<input type="radio"/> Not Satisfied <input type="radio"/> Slightly Satisfied <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied <input type="radio"/> Extremely Satisfied	<input type="radio"/> Not Satisfied <input type="radio"/> Slightly Satisfied <input type="radio"/> Satisfied <input type="radio"/> Very Satisfied <input type="radio"/> Extremely Satisfied

Importance

The overall relationship between your business and our office may be affected to one degree or another by the factors considered in this survey.

Q-10 How important to you are the efficiency, timeliness, quality, and cooperation of the contracting office?

Select one answer for each importance factor.

Importance Factor	Level of Importance
Efficiency	<input type="radio"/> Not Important <input type="radio"/> Slightly Important <input type="radio"/> Important <input type="radio"/> Very Important <input type="radio"/> Extremely Important
Timeliness	<input type="radio"/> Not Important <input type="radio"/> Slightly Important <input type="radio"/> Important

	<input type="radio"/> Very Important <input type="radio"/> Extremely Important
Quality	<input type="radio"/> Not Important <input type="radio"/> Slightly Important <input type="radio"/> Important <input type="radio"/> Very Important <input type="radio"/> Extremely Important
Cooperation	<input type="radio"/> Not Important <input type="radio"/> Slightly Important <input type="radio"/> Important <input type="radio"/> Very Important <input type="radio"/> Extremely Important
Importance (cont.)	
Q-11 How important to you are the efficiency, timeliness, quality, and cooperation of the program offices?	
Select one answer for each importance factor.	
Importance Factor	Level of Importance
Efficiency	<input type="radio"/> Not Important <input type="radio"/> Slightly Important <input type="radio"/> Important <input type="radio"/> Very Important <input type="radio"/> Extremely Important
Timeliness	<input type="radio"/> Not Important <input type="radio"/> Slightly Important <input type="radio"/> Important <input type="radio"/> Very Important <input type="radio"/> Extremely Important
Quality	<input type="radio"/> Not Important <input type="radio"/> Slightly Important <input type="radio"/> Important <input type="radio"/> Very Important <input type="radio"/> Extremely Important
Cooperation	<input type="radio"/> Not Important <input type="radio"/> Slightly Important <input type="radio"/> Important <input type="radio"/> Very Important <input type="radio"/> Extremely Important

Background

Q-12 Which categories best describe your business organization?

Select **all** answers that apply.

- Small Business
 Small Disadvantaged Business
 8(a) Business
 Woman-Owned Business
 Nonprofit/Educational Institution
 Large Business
 Other
 Please specify Other: (Please click in space below)

Background (cont.)

Q-13 What types of products or services do you provide to us?

Select all answers that apply.

- Research and Development
 Studies and Evaluation
 Biomedical Supplies or Equipment
 ADP/Telecommunication Equipment or Services
 Management/Consulting Services
 Facilities Management Services
 Construction/Architecture-Engineering Services
 Other Products or Services
 Please specify Other: (Please click in the space below)

Q-14 For purposes of this survey, simplified acquisition procedures involve the use of purchase cards, electronic commerce, or federal supply schedules. We define all other procurement methods-- such as sealed bidding, negotiated competition, and negotiated sole source-- as contracts. What is the primary way that our contracting office conducts procurement business with you?

Select one answer.

- Simplified Acquisition Procedures
 Contracts

Background (cont.)

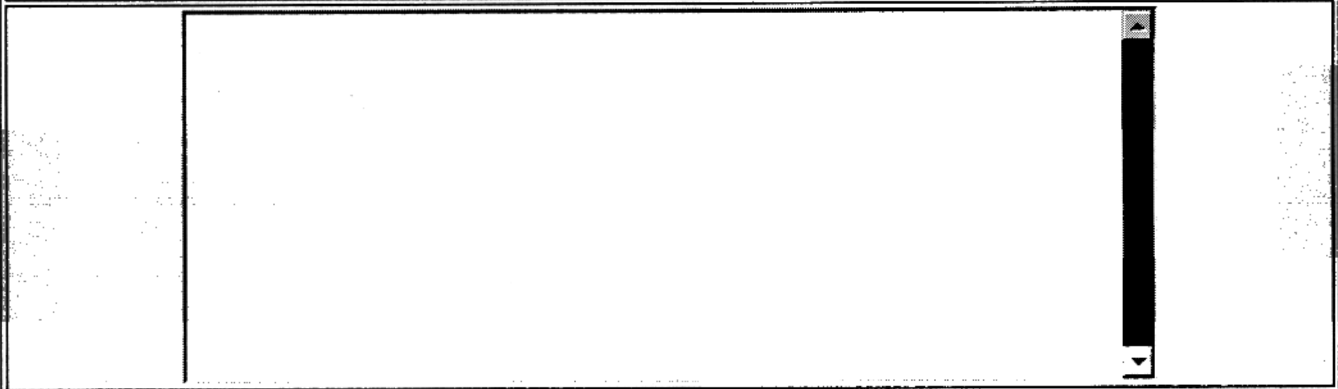
Q-15 How many years has your organization had simplified acquisitions or contracts with our office?

Select one answer.

- Less Than 1 Year
 1 - 3 Years
 4 - 6 Years
 7 - 9 Years
 More Than 9 Years

Comments

Please click in the space below if you want to provide comments. Use this space to suggest specific changes that would improve the procurement process, or to elaborate on your answers to any of the previous questions.



[Click here to submit your survey](#)