

INTRODUCTION

Thank you for your participation in Small Disadvantaged Business (SDB) Experience Feedback Survey.

The feedback from this survey will be used to develop activities, training, and events that will support your small business after your organization has been awarded a GSA contract vehicle (i.e., GSA Schedule, or GWAC), which is considered the post-award period.

Your feedback will have a direct impact on the improvement and development of training and support provided to the small business supplier community post-award.

Thank you once again for taking the time to provide feedback that will support your success.

Q1. Please select the designations that apply to your organization. Select all that apply. (Response Required)

- ☐ Small Business
- ☐ Small Disadvantaged Business (includes firms in the 8(a) Business Development Program)
- ☐ Women-Owned Small Business
- ☐ Economically Disadvantaged Women-Owned Small Business
- ☐ Veteran-Owned Small Business
- ☐ Service-Disabled Veteran-Owned Small Business

☐ Historically Underutilized Business Zone Small Business

☐ Indian Tribe (Federally Recognized)

Q2. Describe the size of your workforce. (Response Required)

☐ 1-2 employees

☐ 3-10 employees

☐ 11-49 employees

☐ More than 50 employees

Q3. Which GSA contracts do you currently hold? Select all that apply.
(Response Required)

☐ GSA Multiple Award Schedule (MAS)

☐ GSA Government-wide Acquisition Contract (GWAC)

☐ One Acquisition Solution for Integrated Services (OASIS) - 8(a)

☐ One Acquisition Solution for Integrated Services (OASIS) - Small Business

☐ Building Maintenance and Operations (BMO)

☐ Human Capital and Training Solutions (HCATS)

☐ Complex Commercial SATCOM Solutions (CS3)

☐ Indefinite Delivery Vehicle (IDV) Contract or Agreement (IDIQ, BPA, etc.) Please specify the contract or vehicle.

☐ 2GIT Products

☐ Other

Q3a. Please specify the GSA Multiple Award Schedule Category. Select all that apply. (Response Required)

☐ Facilities

- ☐ Human Capital
- ☐ Information Technology
- ☐ Office Management
- ☐ Scientific Management and Solutions
- ☐ Transportation and Logistics Services
- ☐ Furniture & Furnishings
- ☐ Industrial Products and Services
- ☐ Miscellaneous
- ☐ Professional Services
- ☐ Security and Protection
- ☐ Travel
- ☐ Other

Q3b. Please specify the GWAC type. Select all that apply. (Response Required)

- ☐ 8a STARS III
- ☐ Veterans Technology Services 2 (VETS 2)
- ☐ Alliant Small Business
- ☐ Other

Q4. What motivated you to pursue a GSA contract? Select all that apply.
(Response Required)

- ☐ An agency requested that I get on a GSA contract
- ☐ My competitor is on a GSA contract
- ☐ I was looking for a new market to expand my business
- ☐ To be classified as a Tier 3 Best in Class Contractor
- ☐ Increase government business/sales

☐ Other

Q5. Have you responded to Requests for Proposal, Requests for Information, or Sources Sought Notices through your GSA contract in the past year?

(Response Required)

☐ Yes

☐ No

Q5a. Have your responses to Requests for Proposals, Requests for Information, or Sources Sought Notices resulted in contract opportunities through your GSA contract? (Response Required)

☐ Yes

☐ No

Q6. Have you experienced challenges with generating sales through your GSA Contract vehicle? (Response Required)

☐ Yes

☐ No

Q6a. Briefly describe some of the challenges that your business has experienced with regard to generating sales on your GSA contract vehicle?

Q7. What would be the best way for GSA to support your success in the federal marketplace?

Q8. How would you rate GSA training related to supporting your success with selling your supplies and services to the Federal government? (Response Required)

- ☐ Not effective at all
- ☐ Slightly effective
- ☐ Moderately effective
- ☐ Very effective
- ☐ Extremely effective
- ☐ Not aware of GSA training

Q8a. Please explain why GSA training is not effective.

Q9. Which of the following training topics would best support you in selling your products and services to federal agencies through your GSA contract? Select all

that apply. (Response Required)

- ☐ Understanding the Award Process
- ☐ How to Read, Understand, and Prepare a Response to a Request for Proposal
- ☐ Understanding the Difference Between Schedules and GWACs
- ☐ How to Maximize the Use of e-Buy, GSA Advantage, & SAM.gov to Find Contract Opportunities
- ☐ Understanding How to Market to the Federal Government
- ☐ How to Conduct Market Research
- ☐ Other

Q10. Rate the usefulness of the below resources. (Response Required)

	Not aware of this resource	Not at all useful	Slightly Useful	Moderately Useful	Extremely Useful
GSA's Forecast of Contracting Opportunities Tool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GSA's Interact Community Groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GSA Vendor Support Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GSA.gov webpages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q10a. Please tell us how we can make the resources more useful. (Response Required)

Q11. Please select 3 preferred methods of accessing training and resources to support your success. (Response Required)

- ☐ Scheduled Webinars
- ☐ On-demand/self-paced training
- ☐ Matchmaking Events
- ☐ Virtual Events
- ☐ Virtual Office Hours

Q12. What actions would you recommend GSA take to support your success as a small business post-award? Note: Post-award means you have a GSA contract in place (i.e., Schedule, GWAC, or OASIS) and you are actively looking to get orders as a result of your GSA contract.

Block 1

Thank you for taking our survey. Please click the 'Submit' button below.

[Form Approved OMB# 3090-0297 Exp. Date 04/30/2023](#)

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