Program Office:
GSA Multiple Award Schedule (MAS)
GSA Fleet
GSA Center for Travel Management
GSA Transportation Management Office
GSA Employee Relocation Resource Center (ERRC)
Multiple Award Schedule (MAS) (PSHC)
Human Capital and Training Solutions (HCaTS)
One Acquisition Solution for Integrated Services (OASIS)
8(a) STARS III
Alliant 2
Enterprise Infrastructure Solutions (EIS)
Multiple Award Schedule (MAS) Information Technology
VETS 2

Welcome to the 2024 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 **${e://Field/Program%20Office}.**

Piped text inserts Program Office name

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.

***Portfolio, Internal Program, and Program Office are contact list fields used to drive survey display logic

Display if Internal Program=GSA Global Supplies and Services

Please complete this survey related to your **Multiple Award Schedule (MAS)** contract. Your responses will help us improve our contracts and acquisition

expertise to help federal agency customers meet their requirements.

Please complete this survey related to your **${e://Field/Program%20Office}** contract. Your responses will help us improve our contracts and acquisition expertise, which will allow us to help federal agency customers meet their professional services requirements.

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 **${e://Field/Program%20Office}** contract.

GSA's **Office of Personal Property Management** supports various Federal agencies with the disposal of recurring amounts of scrap-related property via Term Service Contracts. Such contracts allow both GSA and the Federal customer agencies to capitalize on a consistent, environmentally-friendly disposal solution with one vendor partner. The commodities connected to such term contracts vary, ranging from wooden pallets to scrap metal and IT equipment.

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.

GSA Federal Acquisition Service's **Employee Relocation Resource Center (ERRC)** is a governmentwide center for employee relocation products and services. The ERRC offers federal agencies a streamlined procurement process with flexible programs, subject matter expertise, and program support.

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.

The GSA **Center for Travel Management** is a government-wide center for travel services including the City Pair Program (CPP), a discount airfare program; a web-based, end-to-end travel management service (ETS); and a government-managed transient 1-29 night lodging program (FedRooms); long-term lodging for 30+ nights; emergency lodging; Travel Management Centers (TMCs); and travel consulting services.

Q1 Are you **currently approved** to provide products and/or services to federal agencies via **${e://Field/Program%20Office}**? (Response required)

Piped Text inserts Program Office name

○ Yes

○ No   If "Yes" is selected, proceed with survey. If "No" is selected, go directly to end of survey

Q2 Which of one of the following Categories does your Multiple Award Schedule contract align?

- ○ Industrial Products and Services
- ○ Security and Protection
- ○ Facilities
- ○ Office Management
- ○ Furniture and Furnishings
- ○ Miscellaneous
- ○ Scientific Management Solutions

Q3 Please consider all of your experiences with the **${e://Field/Program%20Office}** program over the past 12 months, and rate the following items:

Piped text inserts Program Office name

(Response required)

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	S
Industry expertise	○	○	○	
Contracting expertise	○	○	○	
Communication	○	○	○	
Procurement process	○	○	○	
Technology and systems	○	○	○	

Piped text inserts Program Office name

Q4 How likely are you to recommend **${e://Field/Program%20Office}** to your

federal customers? (Response Required)

Very unlikely	Somewhat unlikely	Neither likely nor unlikely	Somewhat likely	Very likely
○	○	○	○	○

Q5 If you had the option, how likely would you be to consider **${e://Field/Program%20Office}** as your first choice for government

Piped text inserts Program Office name

acquisition? (Response Required)

Very unlikely	Somewhat unlikely	Neither likely nor unlikely	Somewhat likely	Very likely
○	○	○	○	○

Q6 How satisfied are you with **${e://Field/Program%20Office}** overall? (Response required)

Piped text inserts Program Office name

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

Q7 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

○ Other (please specify) [   ]

Please select all reasons you wouldn't recommend GSA Information Technology Category as your first choice to government agencies.

☐ Lack of accessibility of ITC resources (e.g. tools, systems, trainings)

☐ Greater acquisition expertise elsewhere

☐ Other solution(s) are more convenient

☐ To comply with my company's policy

☐ Better industry partner (or vendor) support elsewhere

☐ Easier to market the other solution to my customers

☐ GSA fees are too high

☐ Greater flexibility elsewhere

☐ Faster award of contract actions elsewhere

☐ Other [   ]

Q10 Please rate your agreement with the following statements about the communications between your firm and your **${e://Field/Program%20Office}** contracting officer. (Response required)

Piped text inserts Program Office text

	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.	○	○	○	○	○	○

Q11 Please rate your agreement with the following statements about the collaboration between the **${e://Field/Program%20Office}** program and your firm. (Response required)

Piped text inserts Program Office name

	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	○	○	○	○	○	○

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
costs to the government.						
GSA and suppliers collaborate to mitigate risks and costs to industry.	○	○	○	○	○	○

Q12 What collaboration practice is the commercial sector doing well that could be adopted by the public sector?

Q13 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)

Q14 What support could the **One Acquisition Solution for Integrated Services (OASIS)** Program Office offer to prime contract holders now, and as OASIS sunsets?

Q15 Please rate your agreement with the following statements about the communications between your firm and your Multiple Award Schedule contracting officer.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
Communications are timely.	○	○	○	○	○
Communications are of high quality.	○	○	○	○	○
Communications are transparent throughout the contracting process.	○	○	○	○	○

Q16 Please rate your agreement with the following statements about the collaboration between the Multiple Award Schedule program and your firm.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
GSA and Industry share the responsibility for improving the experiences of customer agencies.	○	○	○	○	○

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
GSA and Industry collaborate to mitigate risks and costs to the **government.**	○	○	○	○	○
GSA and Industry collaborate to mitigate risks and costs to **Industry.**	○	○	○	○	○

Q17 What collaboration practice is the commercial sector doing well that could be adopted by the public sector?

[ ]

Q18 What is your preferred method to receive information about compliance, marketing, and other Multiple Award Schedule topics? (Select up to 3)

☐ Recorded YouTube videos ☐ Office Hours (Drop-in sessions)

☐ Self-paced online training modules ☐ Interact.gsa.gov

☐ Interactive online training on a single topic (webinars) ☐ Vendor Support Center

☐ Interactive online conferences (Virtual Industry Day) ☐ GSA.gov

☐ Live In-Person events (Industry Day) ☐ Other (please specify)

[ ]

Q19 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)

Q20 Please rate your level of satisfaction for each of the following items:

	Very dissatisfied	Dissatisfied
The timeliness of ${e://Field/Program%20Office}'s communications	○	○
The quality of ${e://Field/Program%20Office}'s communications	○	○
The transparency of ${e://Field/Program%20Office}'s acquisition/procurement process	○	○
The cooperation of ${e://Field/Program%20Office} in resolving problems	○	○
The overall quality of the working relationship between ${e://Field/Program%20Office} and your company	○	○

	Very dissatisfied	Dissatisfied
The commitment of ${e://Field/Program%20Office} to continuous improvement	○	○
The opportunity your company is given to provide ${e://Field/Program%20Office} with feedback related to improving the quality of the goods and services you provide	○	○

Q21 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 [_____]

Q22 Which of the following activities have you participated in during the last year? Select all that apply.

☐ Household Goods Pre-Bid Meeting (August 2023)

☐ ERRC Bi-Monthly Supplier Meetings

☐ ERRC's Agency Meetings as a Hot Topic Training Presenter

☐ TMSS Development and Testing

Q23 Please rate the usefulness of the employee relocation resources available on the Acquisition Gateway.

○ Not at all useful

○ Slightly useful

○ Somewhat useful

○ Very useful

○ Extremely useful

○ I am not familiar with the Acquisition Gateway.

Q24 What additional products and/or services would you recommend ${e://Field/Program%20Office} offer to its federal customers?

Q25 What specific processes or areas do you feel could be improved in your dealings with ${e://Field/Program%20Office}?

Q26 If you could make one change to improve the service provided by ${e://Field/Program%20Office}, what would it be?

Q27 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, expense management data and reporting; service usage and data analytic; and, benchmarking tools

☐ System application that serves as a single access point to relocation policy information, program suppliers and service delivery, and expense management

☐ Agency-Industry Meetings on Select Topics (Lithium Battery Shipments, EV Shipments, etc.)

☐ 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

Q28 What specific processes or areas do you feel could be improved in your experience with GSA Fleet? Select all that apply.

☐ Response time

☐ Notice of opportunity

☐ Contract award

☐ Technical offerings

☐ Other (please specify) [_____]

Q29 What is one change that you would recommend GSA Fleet pursue to assist the supplier community?

[text box]

The Transactional Data Reporting (TDR) pilot, which is an innovative pricing practice, 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)

Q30 Do you support GSA's direction on the Transactional Data Reporting Pilot Initiative as an innovative pricing practice?

○ Do not support

○ Neutral

○ Somewhat support

○ Strongly support

○ N/A / no basis to judge

Q31 Have you attended any training related to the **Multiple Award Schedule (MAS)** program?

○ Yes

○ No

Q32 How would you rate GSA's training related to the **Multiple Award Schedule (MAS)** program?

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

Q33 What training topics would you like to see GSA offer related to the **Multiple Award Schedule (MAS)** 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 [   ]

Q34 Please indicate your level of agreement with the following statements:

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

Q35 How can **${e://Field/Program%20Office}** improve?

Q36 Please provide any additional comments about your experience with GSA.

[textarea]

Q37 What is **${e://Field/Program%20Office}** doing well?

[textarea]

Q38 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) [_____]

Q39 How do you designate the size of your business? (Response Required)

○ Small

○ Other than Small

Q40 What additional designations apply to your business? Select all that apply.

☐ 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 - Small Disadvantaged Business

☐ 8a - 8(a) Participant

☐ h - HUBZone small business

Q41 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%

Q42 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

Q43 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

☐ Too much competition on the GSA vehicle.

Submit

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