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Tribal Acquisition Focus Group Script

Thank you for joining GSA for this opportunity to teach the agency how best to serve tribal buyers. Our goal is to learn about your buying needs so that we can continue to build programs that address them.

My name is _____, I am a social scientist and program evaluator with GSA and I'm assisting our Tribal Liaison and acquisitions team with information gathering as they enhance existing and design new programs for you.

The ideas and opinions shared today will be anonymous and no personal information will be kept. We will record the audio to create an accurate transcript of the conversation. The sole purpose of the session is to provide GSA with information that will help it better tailor purchasing programs to tribes.

I. Ground rules (5 min)

This is meant to be an open conversation. I'll ask questions, call on speakers, and record the conversation for accurate transcription. We have provided you with a copy of our questions along with room to keep notes for yourself to jot things down.

We have just a couple requests for you:

1. One person speaks at a time.
2. Don't hesitate to express disagreement, but please be respectful.

We'll start with questions for everyone, and you'll respond one by one in a circle. Then I'll ask questions open to the whole group and you can respond as you wish by raising your hands.

II. Questions for everyone (35 Min)

Our first questions are to learn about the diversity of tribes represented here today.



1. **Raise your hands if the tribe you represent has a self governance agreement in place?**
2. **Now raise your hand if the agreement dates back more than five years.**

Now I'm going to ask you about spending self governance funds and more generally about what makes buying things easy vs what makes buying things difficult.

3. **What things or types of things are the easiest to buy for your tribe or tribal program, how long does it take, and what makes it easy?**

Probes:

- a. Think of something that is easy to buy...What are the steps involved?
 - b. Is this experience the same for other types of things?
 - c. Apart from vehicles...(if Fleet is dominating conversation)
 - d. What makes a vendor easy to buy from?
 - i. Are you used to vendors finding you, or do you typically find them?
 - ii. Is it common to have face-to-face meetings with vendors or representatives?
 - iii. Do you favor close-by vendors?
4. **What things or types of things are the most difficult to buy, how long can it take, and what makes them difficult?**

Probes:

- a. Think of something difficult to buy...What are the steps involved?
 - i. How much effort is too much effort?
 1. Requires research/ price comparison?
 2. Requires approvals?
 - ii. Is it more about staffing than the process being too long?
 - b. Is this experience the same for other types of things?
5. **Describe a time when managing the contract after the purchase was done was harder than making the purchase in the first place?**
 - a. For example: "Contractor oversight", reporting, deliverable acceptance, invoicing and review
 - b. Are there other things that you have to do besides contractor management?

6. **Before today, what did you know about buying through GSA?**

III. Questions for those with GSA specific experience (35 Min)

Now I'd like to ask you about experiences you may have had working with GSA to buy something.

7. **Tell me about some of your experiences buying through GSA in the past,**



and be sure to say how long ago it was.

Probes:

- a. Was it easy, was it hard? why?
 - b. Could you find what you needed?
 - c. Did it take the amount of time you expected?
 - d. Were the people you dealt with helpful?
 - e. (if nobody mentions eligibility determinations...probe)
- 8. What are the biggest challenges you face spending buying from or through GSA?**
- 9. What would make buying through GSA easier for you?**

Probe specific things being explored

 - i. What sort of online tools would you use?
 1. What sort of training do you think would help you learn those tools?
 2. Are on-demand online trainings good enough, or would you prefer in-person training even if it's only one or two times per year?
 - ii. In-take form just for tribal customers?
 - iii. An online buying portal organized by self-governance categories, like healthcare, public safety, transportation, and infrastructure?
 - iv. Tools for market research to learn more about availability and cost?