

## VA Medical Furniture RFI - July2014

The VA is officially conducting market research that will be used to assess the ability of companies to provide agency wide furniture standardization (to potentially include: manufacture, delivery, placement, interior design, consulting, and other services as necessary) related to furnishing VA's 153 hospitals, 770+ community based out-patient clinics, and 260 Veteran Centers to accommodate patients, their families, caregivers, and visitors. The information gathered would offer insight into vendors' knowledge and ability to provide services and products which satisfy VA healthcare furniture standardization requirements as well as all federal regulatory requirements and guidelines regarding healthcare facilities, and reflect VA Health Care providers' commitment to our nation's Veterans.

We cannot stress enough how important it is that you take these few minutes to help us increase our market knowledge for this new and important VA effort. Data collected will become the property of the VA, and will be used to provide a snapshot of how businesses who participated are capable of providing VA agency wide medical furniture and related services. The data collected will not be shared with any entity outside of the VA.

If unable to complete this questionnaire in one sitting, you will need to close the questionnaire window and re-open the questionnaire link to edit your response. The questionnaire will start from the beginning, but will show the responses previously entered. This only works if returning to the questionnaire from the original computer (IP address) used initially. All responses are collected based on IP addresses; only one response per IP address is permitted. This edit process will not work if you try to use a different computer to complete your response.

Thank you for your participation.

The data collected will not be shared with any entity outside of the VA and Monterey Consultants, Inc. Monterey Consultants, Inc., is contracted by VA OSDBU for assistance with this market research effort and the survey portal is managed by this group on behalf of VA OSDBU. Monterey has signed Non-Disclosure Agreements in place and is restricted under Organizational Conflict of Interest clauses from sharing submitted information with any party except the VA. Monterey is not engaged in this industry and does not plan on doing business within this area in the foreseeable future.

All questions with an "\*" require a response to continue. Open surveys do time out after approximately 10 minutes of inactivity.

1. Does your company manufacture or sell furniture or modular furniture systems?\*

- Yes  
 No

2. Is your company prohibited from working with (Federal or State) Government contracts?\*

- Yes  
 No

3. Please enter the following information:\*

Name of Firm

Business Address

Point of Contact

POC  
Phone  
Number   
City/Town   
State   
ZIP Code   
Website  
URL   
address

4. Contact Email:\*

A copy of your responses will be sent to this email address.

5. Please provide your company's Data Universal Numbering System (DUNS) identification number:\*(9-Digit Identification Number without hyphen)

6. Which is your company's primary function as a provider of medical furnishings?\*

- Interior Design Company
- Furniture Manufacturer
- Furniture Wholesaler
- Furniture Distributor
- Home Decoration Retailer
- Art Dealership
- Other, please specify

7. Please indicate your company's business structure:\*(select all that apply)

- Sole Proprietorship
- Partnership
- Limited Partnership
- Limited Liability Company (LLC)
- Corporation (For-Profit)
- Nonprofit Corporation (Not-For-Profit)
- Cooperative
- Foreign-Entity Owned
- State-Owned
- Franchise/Subsidiary

Other, please specify

8. On average, what is your company's annual revenue for your past three (3) completed fiscal/tax years?\*(  
(if you have not been in business for three years then please provide your average since start-up)

- Less than \$10K
- \$10K to \$50K
- \$51K to \$100K
- \$101K to \$250K
- \$251K to \$500K
- \$500K to \$1M
- \$1.1M to \$2M
- \$2.1M to \$4M
- \$4.1M to \$7M
- \$7.1M to \$14M
- \$14.1M to \$25.5M
- \$25.6M to \$50M
- More than \$50M

9. What is your company's average number of employees per year? \*  
(if you have not been in business for three years then please provide your average since start-up)

- 1 - 5 employees
- 6 - 10 employees
- 11 - 15 employees
- 16 - 20 employees
- 21 - 50 employees
- 51 - 100 employees
- 101 - 150 employees
- 151 - 300 employees
- 301 - 500 employees
- More than 500 employees

10. Identify which of the following NAICS codes apply to your company's operations:\*(  
(select all that apply)

- 313210 Broad woven Fabric Mills
- 314120 Curtain and Linen Mills
- 314121 Curtain and Drapery Mills
- 314129 Other Household Textile Product Mills
- 335121 Residential Electric Lighting Fixture Manufacturing
- 337000 Furniture & Related Product Manufacturing
- 337121 Upholstered Household Furniture Manufacturing

- 337122 No upholstered Wood Household Furniture Manufacturing
- 337124 Metal Household Furniture Manufacturing
- 337125 Household Furniture (Except Wood and Metal) Manufacturing
- 337127 Institutional Furniture Manufacturing
- 337211 Wood Office Furniture Manufacturing
- 337214 Office Furniture (Except Wood) Manufacturing
- 337215 Showcase, Partition, Shelving, And Locker Manufacturing
- 337920 Blind and Shade Manufacturing
- 339111 Laboratory apparatus and furniture manufacturing
- 339113 Surgical Appliance and Supplies Manufacturing
- 339940 Office Supplies (Except Paper) Manufacturing
- 423200 Furniture & Home Furnishing
- 423210 Furniture Merchant Wholesalers
- 423220 Home Furnishing Merchant Wholesalers
- 423450 Medical, Dental, and Hospital Equipment And Supplies Merchant Wholesalers
- 442291 Window Treatment Stores
- 453210 Office Supplies and Stationery Stores
- 541410 Interior Design Services
- 541420 Industrial Design Services
- Other, please specify

11. What is your company's primary NAICS code of operation?\*(  
(Limited to 6 digits)

12. Please indicate any designations that describe your business:\*(  
(select all that apply)

- Service-Disabled Veteran Owned Small Business (SDVOSB)
- Veteran Owned Small Business (VOSB)
- 8(a) Business Development Small Business Certification
- Alaskan Native Corporation (ANC)
- Native Hawaiian Organization (NHO)
- Tribally-Owned Concern (TOC)
- HUBZone Business Concern
- Economically Disadvantaged Women-Owned Small Business (EDWOSB in accordance with 19.1503)
- Women-Owned Small Business (WOSB in accordance with 19.1503)
- Women-Owned Small Business (WOSB)
- Small Disadvantaged Business (SDB)
- Small Business as per primary NAICS code of operation

Other, please specify

13. Is your company currently providing support to (Federal or State) government agencies?\*

- No  
 Yes. Please specify which agencies/offices:

14. Does your company currently have a VA BPA or other VA contract for furniture or related services?\*

- No  
 Yes. Please provide the contract number:

15. Does your company currently have an active GSA contract?\*

- No  
 Yes. Please provide the contract number:

16. Is your company willing to commit to signed confidentiality agreements?

- Yes  
 No

17. How many years of experience does your business have in design/furniture business operations?\*

- < 1 year  
 1 - 2 years  
 3 - 4 years  
 5 - 6 years  
 7 - 8 years  
 9 - 10 years  
 > 10 years

18. Does your company have contracts or other agreements with any of the following:\*(select one response per row)

	Yes	No
STEELCASE INC.	<input type="radio"/>	<input type="radio"/>
KNOLL, INC.	<input type="radio"/>	<input type="radio"/>
TEKNION LLC	<input type="radio"/>	<input type="radio"/>
HERMAN MILLER, INC.	<input type="radio"/>	<input type="radio"/>

HAWORTH, INC

KIMBALL  
INTERNATIONAL,  
INC.

HNI CORPORATION

19. Does your company guarantee/warranty its services and products?\*

- Yes
- No

20. What is the average length of time covered by your company's product warranties?\*

- None
- <6 months
- 6 months
- 1 year
- 2 years
- 3 years
- 4 years
- 5 years
- > 5 years

21. What is the average length of time covered by your company's service guarantee?\*

- None
- 30 days
- 45 days
- 60 days
- 90 days
- 6 months
- 1 year
- 2 years
- > 2 years

22. Please identify which of the following areas your company can provide:\*

(select all that apply)

- Design Services
- Seating
- Modular Systems Furniture
- Modular Millwork
- Casegoods
- Storage
- Carts and Tables

- Accessories (includes artwork, window treatments, benches, lighting, etc.)
- None of the above

23. Which of the following Design Services are provided by your company?\*(  
(select all that apply)

- Space design for administrative office space.
- Space design for clinical office space.
- Space design for conference room space.
- Procurement of furniture based on customer standards.
- Basic installation services WITH Commodity Acquisition
- Basic Installation, Move, Removal, Relocation Services WITHOUT Commodity Acquisition (Labor only)
- Advanced Project Management and Installation Services WITH Commodity Acquisition
- Advanced Project Management WITHOUT Commodity Acquisition
- Comprehensive Turn-Key Service & Floor to Ceiling Commodity Package
- None of the above

24. What types of Seating can your company provide?\*(  
(select all that apply)

- Ergonomic Light Duty Task Chair
- Ergonomic Heavy Duty Task Chair with Bariatric Coordinate
- 24/7 Ergonomic Task Chair
- Collaboration Task Chair
- Executive Task Chair
- Ergonomic Task Chair, Counter Height
- Basic Stacking Guest Chair
- Mid-grade Guest Chair
- Executive Guest Chair
- Small Basic Conference Chair
- Nesting Conference Chair
- Executive Conference Chair
- Conference Stacker Chair
- Provider Exam Stool
- Counter Stool
- Café Stool
- Basic Seating Group
- Advanced Seating Group
- Transitional Seating Group
- Basic Patient Chair
- Advanced Patient Chair
- Bariatric Patient Chair

- Basic Recliner Chair
- Advanced Recliner Chair
- Basic Phlebotomy Chair
- Advanced Phlebotomy Chair
- Basic Sleep Chair
- Advanced Sleep Chair/Sofa
- None of the above

25. What types of Modular Systems Furniture can your company provide?\*

(select all that apply)

- Monolithic - Basic single workstation in private office
- Monolithic - Intermediate workstation grouping 2-4 stations in office with powered base and receptacles
- Monolithic - Multiple workstations in a large open office space including building power connections, receptacles and data capability.
- Frame and Tile - Basic single workstation in private office
- Frame and Tile - Intermediate workstation grouping 2-4 stations in office with powered base and receptacles
- Frame and Tile - Multiple workstations in a large open office space including building power connections, receptacles and data capability.
- Frame and Tile - Clinical application nursing station requiring hard wired emergency power, extensive cabling capacity and heavy duty work surfaces for equipment and monitors
- Wall mounted support - Basic single workstation in private office
- Wall mounted support - Intermediate workstation with complex storage needs
- Wall mounted support - Clinical application including sinks and interchangeable storage components for a medication room or similar space
- None of the above

26. What types of Modular Millwork can your company provide?\*

(select all that apply)

- Break Room Millwork
- Exam Room Millwork
- Specialty Area Millwork
- Chemical Resistant HPL Top and Cabinet Millwork and Structure no power / utility channel
- Chemical Resistant HPL Top and Cabinet Millwork and Structure with Power and Utility channel
- Resin Top and HPL Cabinet Millwork and Structure no power / utility channel
- Resin Top and HPL Cabinet Millwork and Structure with Power and Utility channel
- Stainless Steel Top and HPL Cabinet Millwork and Structure no power / utility channel
- Stainless Steel Top and HPL Cabinet Millwork and Structure with Power and Utility channel
- Heavy Duty HPL top and hard surface structure with no power
- Heavy Duty HPL top and hard surface structure with beltline power and receptacles
- Heavy Duty HPL top, under counter storage, overhead storage and hard surface structure with no power
- Heavy Duty HPL top, under counter storage, overhead storage and hard surface structure with beltline power and receptacles
- Comprehensive structure, work surface, overhead, under counter, bulk and unit dose storage options.
- None of the above



27. What types of Caseloads can your company provide?\*

(select all that apply)

- Modular Desk Systems, Metal base with HPL tops
- Modular Desk Systems, HPL base and HPL tops
- Modular Desk Systems, HPL base and Veneer tops
- Modular Desk Systems, Veneer base and Veneer tops
- Patient Bedroom Case Goods, Laminate
- Patient Bedroom Case Goods, Veneer
- Basic Library caseloads, Laminate
- Basic Library caseloads, Veneer
- Laminate modular panelized system
- Laminate modular panelized system with integrated reveals, soffit, and accent lighting options
- None of the above

28. What types of Storage Furniture can your company provide?\*

(select all that apply)

- Metal Lateral files
- High Pressure Laminate Lateral Files
- Wood Veneer Lateral Files
- Metal Vertical files
- High Pressure Laminate Vertical Files
- Wood Veneer Vertical Files
- Metal Bookcase
- High Pressure Laminate Bookcase
- Wood Veneer Bookcase
- Metal Double Door Storage Cabinet
- High Pressure Laminate Double Door Storage Cabinet
- Wood Veneer Double Door Storage Cabinet
- Mechanical Assist High Density Files - Metal
- Powered Assist High Density Files - Metal
- Mechanical Assist High Density Files with HPL Cladding
- Powered Assist High Density Files with HPL Cladding
- Mechanical Assist with Veneer Cladding
- Powered Assist High Density Files with Veneer Cladding
- Mechanical Assist High Density Rotating Files - Metal
- Powered Assist High Density Rotating Files - Metal
- Mechanical Assist High Density Rotating Files with HPL Cladding
- Powered Assist High Density Rotating Files with HPL Cladding
- Mechanical Assist High Density Rotating Files with Veneer Cladding
- Powered Assist High Density Rotating Files with Veneer Cladding

- Metal Lockers
- High Pressure Laminate Lockers
- Wood Veneer Lockers
- Wire Rack Storage Room Shelving
- Metal lock-in-place (L&T) Shelving
- Heavy Duty Bulk and Warehouse
- Medical Wire Rack Shelving on Casters
- Medical Wire Rack Shelving on HD Casters
- High Density Medical Wire Rack Shelving – Mechanical Assist
- High Density Medical Wire Rack Shelving –Power Assist
- None of the above

29. What types of Carts and Tables can your company provide?\*

(select all that apply)

- Occasional table families in laminate including side tables, end tables, console and coffee tables – no power
- Occasional table families in wood veneer including side tables, end tables, console and coffee tables – no power
- Occasional table families in laminate in solid shapes (drums, cylinders and cubes)– no power
- Occasional table families in wood veneer in solid shapes (drums, cylinders and cubes)– no power
- Occasional table families in laminate including side tables, end tables, console and coffee tables – with power and data
- Occasional table families in wood veneer including side tables, end tables, console and coffee tables – with power and data
- Occasional table families in laminate in solid shapes (drums, cylinders and cubes)– with power and data
- Occasional table families in wood veneer in solid shapes (drums, cylinders and cubes)– with power and data
- Laminate table, metal “T” base legs – no power / data
- Laminate table, laminate bases - no power / data
- Wood veneer table with veneer bases – no power / data
- Laminate table, metal “T” base legs– with connecting power / data
- Laminate table, laminate bases - with power / data
- Wood veneer table with veneer bases – with power / data
- Metal storage cabinets, credenzas and communication display components
- HPL storage cabinets, credenzas and communication display components
- Veneer storage cabinets, credenzas and communication display components
- Multiple shape laminate training tables – no power
- Multiple shape laminate training tables with folding modesty panels and connecting power / data
- Multiple shape laminate training tables with folding modesty panels and connecting power / data and nesting capability
- Laminate dining table with pedestal base
- Laminate dining table with leg base
- Laminate dining table with pneumatic ht adjustable base
- Laminate dining table, café height
- Booth seating for freestanding dining tables

- Banquette seating for freestanding dining tables
- Laminate work surfaces with mechanical height adjustment capability
- Laminate work surfaces with pneumatic height adjustment capability
- Laminate work surfaces with power height adjustment capability
- Media cart
- Hospitality cart
- Utility Cart
- Procedure / supply cart
- Medical supply, open front
- Medical supply, locking front
- Stainless Steel Medical Supply
- None of the above

30. What types of Accessories can your company provide?\*(  
(select all that apply)

- Artwork, large, security frame
- Artwork, medium, security frame
- Artwork, tamper resistant
- Canvas artwork
- Digital Vinyl Wall covering
- Interior Acrylic Space dividers
- Brochure & Magazine Holders, wall mounted, acrylic
- Brochure & Magazine Holders, wall mounted, metal
- Brochure & Magazine Holders, wall mounted, HPL
- Brochure & Magazine Holders, wall mounted, wood frame
- Standard wall clock, battery operated
- Decorative wall clock, battery operated
- Wall clock with digital display
- Wall clock with elapsed time
- Standard wall clock, battery operated, GPS interface
- Decorative wall clock, battery operated, GPS interface
- Wall clock with digital display, GPS interface
- Wall clock with elapsed time, GPS interface
- Display Boards & Cabinets, tack strip
- Display Boards & Cabinets, modular rail system
- Display Boards & Cabinets, patient information
- Display Boards & Cabinets, magnetic / dry erase
- Display Boards & Cabinets, tempered glass enclosed with metal lockable doors
- Display Boards & Cabinets, tempered glass enclosed with laminate lockable doors
- Display Boards & Cabinets, tempered glass enclosed with wood lockable doors
- Freestanding Display Cabinet, tempered glass with shelving

- Freestanding Display Cabinet, tempered glass with shelving and lighting
- Computer Support Tools, keyboard tray with left and right mouse tray
- Computer Support Tools, monitor arms, adaptable single or double
- Personal LED Desk Lamp
- Table Lamp
- Overbed lighting
- Patient Privacy curtains and hardware
- Shower Curtains, general use
- Drapery, Fire Retardant
- Shades
- Mini-blinds
- Signage, interior directional and room numbers
- Signage, exterior
- Coat Hooks, over panel
- Coat Hooks, wall mounted, metal
- Coat Hooks, wall mounted, wood back
- Metal Benches
- Table and integrated seating unit
- Table and integrated seating unit with shade umbrella
- Waste receptacles
- Recycling containers
- Ash receptacles
- Planter boxes
- None of the above

31. When you provide on-site management, what is their typical level of authority?\*

- Performance within pre-approved tasks and resources only
- Can redirect resources or change tasks with phone or text off-site approval
- Can redirect resources or change tasks directly (on-site)
- We do not typically provide on-site management

32. When your staff is at more than one site at the same time, do you typically provide on-site management at each location?\*

- Yes
- No
- Our manager is on-site, but only part time or for spot checks
- We typically work under a customer or Prime Contractor site manager
- We typically work only one site at a time

33. What is the largest geographic area covered by your firm for this type of work?\*

- Local availability only

- Within one State only
- Primarily within one state and its bordering states
- Regionally
- Nationally

34. Indicate the states/territories in which your company has provided furniture, healthcare related furniture, or modular furniture systems within the past 3 years: \*  
(select all that apply)

- None
- Alabama (AL)
- Alaska (AK)
- Arizona (AZ)
- Arkansas (AR)
- California (CA)
- Colorado (CO)
- Connecticut (CT)
- Delaware (DE)
- Florida (FL)
- Georgia (GA)
- Hawaii (HI)
- Idaho (ID)
- Illinois (IL)
- Indiana (IN)
- Iowa (IA)
- Kansas (KS)
- Kentucky (KY)
- Louisiana (LA)
- Maine (ME)
- Maryland (MD)
- Massachusetts (MA)
- Michigan (MI)
- Minnesota (MN)
- Mississippi (MS)
- Missouri (MO)
- Montana (MT)
- Nebraska (NE)
- Nevada (NV)
- New Hampshire (NH)
- New Jersey (NJ)
- New Mexico (NM)
- New York (NY)

- North Carolina (NC)
- North Dakota (ND)
- Ohio (OH)
- Oklahoma (OK)
- Oregon (OR)
- Pennsylvania (PA)
- Rhode Island (RI)
- South Carolina (SC)
- South Dakota (SD)
- Tennessee (TN)
- Texas (TX)
- Utah (UT)
- Vermont (VT)
- Virginia (VA)
- Washington (WA)
- West Virginia (WV)
- Wisconsin (WI)
- Wyoming (WY)
- District of Columbia, DC
- American Samoa, AS
- Guam, GU
- Puerto Rico (P.R.)
- U.S. Virgin Islands, VI

35. Does your company currently have teaming arrangements in place to support furniture design services and/or furniture delivery and installation?\*

- Yes
- No

36. How many states can your company provide simultaneous support services either "alone" or with "teaming" partners?\*(select one response per row) ("teaming" refers to any means your company may use as it works with other companies or subcontractors to complete work)

	1	2	3	4 to 5	6 to 10	11 to 20	21 to 30	31 to 40	41 to 50	> 50
Alone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Teaming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

37. How many dealerships/offices does your company have that are within 100 miles of a VA hospital?\*(please refer to the fbo.gov RFI announcement for VHA locations)

- 1
- 2

- 3
- 4
- 5
- 6 to 10
- 11 to 15
- 16 to 25
- 26 to 50
- 51 to 100
- 101 to 150
- 151 to 200
- 201 to 300
- More than 300 sites
- None

38. On an annual basis, what is the total workload capacity that your firm could execute?\*

- Less than \$5M
- \$5M to \$10M
- \$10M to \$20M
- \$20M to \$30M
- Greater than \$30M

39. In units, what is your company's monthly capacity to provide modular furniture systems?\*

- 1 to 100 units
- 101 to 500
- 501 to 1,000
- 1,001 to 2,000
- 2,001 to 5,000
- 5,001 to 10,000
- > 10,000 units

40. Of your company's total line of credit capacity, what is its remaining capacity after accounting for current and anticipated contracts?\*

- < \$100K
- \$100K to \$150K
- \$151K to \$200K
- \$201K to \$300K
- \$301K to \$500K
- \$501K to \$1M
- \$1.1M to \$5M
- \$5.1M to \$15M
- \$15.1M to \$30M

> \$30M

41. For the last three year period, what level of your company's work has been related to providing equipment and furniture to healthcare facilities?\*

- 5% or less
- 6% to 10%
- 11% to 20%
- 21% to 30%
- 31% to 40%
- 41% to 50%
- 51% to 60%
- 61% to 70%
- 71% to 80%
- 81% to 90%
- 91% to 100%

42. Please estimate what percentage of your company's annual revenues are derived from contracts for Federal work in your primary NAICS code:\*

- 5% or less
- 6% to 10%
- 11% to 15%
- 16% to 20%
- 21% to 25%
- 26% to 30%
- 31% to 35%
- 36% to 40%
- 41% to 45%
- 46% to 50%
- 51% to 60%
- 61% to 70%
- 71% to 80%
- > 80%

43. Is your company ISO 9000 certified?\*

- Yes
- No

44. Does your company have knowledge of and follow these policies and standards and/or maintain these skills?\*(select all that apply)

- Leadership in Energy and Environmental Design (LEED)
- American National Standards Institute (ANSI)



- National Council for Interior Design Qualification (NCIDQ)
- Computer aided drafting (CAD)
- American Society of Interior Designers (ASID)
- International Interior Design Association (IIDA)
- Federal and State health codes
- Safety practices
- Commercial design
- Industrial design
- Furniture design
- Furniture restoration
- Furniture upholstery
- Other preparation and finishing methods
- Department of Health (DOH) hospital design guidelines
- Sustainability and Green interior design techniques
- ADA Accessibility Guidelines for Buildings and Facilities
- Guidelines for Rehabilitating Historic Buildings
- Other, please specify

45. Check those areas where your company has an established on-going program: \*  
(select all that apply)

- Additional licensure/certification for in-place staff
- Diversity subcontracting
- Ethics/Core Values Training and Audits
- ISO Certification
- Licensure/certification renewals or upgrades for in-place staff
- Limited-Access Site clearance
- Organizational Conflict of Interest Awareness Training
- Organizational Conflict of Interest Mitigation
- Quality assurance/quality control
- Security and Compliance
- Staff advancement
- None of the above

46. There is a potential for this BPA to reach about \$110 million per year for five years. Is your company capable of handling requirements of \$110 million per year for five years? \*

- Yes
- No

47. There is a potential for this BPA to have 3 to 5 task orders each of about \$30 million. Is your company capable of handling 3—5 task orders in excess of \$30 million per year? \*

- Yes
- No

48. Does your company have a project manager on staff who has a minimum of 5 years' experience installing systems/modular and freestanding furniture, and who is responsible for project site management, scheduling, coordination and technical assistance to the VA representative throughout the delivery/task order for each VA site location?\*

- Yes
- No

49. Does your company have a contract administrator (manager) on staff to oversee the performance of work for all delivery orders/task orders?\*

- Yes
- No

50. All furniture provided the VA at healthcare facilities must be compliant with federal and state requirements for those types of facilities. Does your company have a person on staff familiar with these requirements?\*

- Yes
- No
- No, but third party Subject Matter Experts are contracted as required

51. All furniture provided the VA at healthcare facilities must be compliant with federal and state requirements for those types of facilities. Does the furniture provided by your company meet both federal and state requirements for furniture in healthcare facilities?\*

- Yes
- No

52. How does your company self-evaluate contract performance?\*(QA = Quality Assurance) (select all that apply)

- Customer interviews by corporate leadership or QA group
- Customer interviews by project leadership or QA group
- Customer questionnaires by corporate leadership or QA group
- Customer questionnaires by project leadership or QA group
- Informal random spot-checks
- Internal project reviews, including financial and schedule milestones
- Verification of compliance with project QA Plans or equivalent
- Other, please specify

53. How does your company self-evaluate overall corporate performance?\*

(select all that apply)

- Account Condition Report (ACR)
- Balanced Scorecard
- Benchmarking
- Business Process Improvement
- Customer Satisfaction Questionnaire Analysis
- Employee Round Table
- No corporate practice for company self-evaluation

54. We welcome your comments and suggestions on this topic:

