

Questions and Answers

Customer Relationship Management Program Support Request for Proposal (VA118-15-R-0025) Amendment A00003

Please be advised that any information contained herein is for informational purposes only, is offered in response to specific questions posed by prospective Offerors, and is subject to change throughout the question and answer process. Accordingly, in the event that there is any discrepancy between the information contained within this document, any previous and/or subsequent Question and Answer document(s), and/or the Solicitation, Offerors are hereby advised that the terms and conditions contained within the final Solicitation control. If indicated in the Questions and Answers provided below, updated information will be incorporated into the Request for Proposal (RFP) by an amendment to the RFP.

63. We were trying to better understand what your existing annual survey looks like as well as the daily survey. Can you provide a sample of the survey itself or the model used?

A sample of the annual survey is attached hereto. Daily survey is either same as the annual survey or a subset of questions from the annual survey.

64. Does the Government track any benchmarks besides overall satisfaction?

Customer satisfaction with all of the IT Service Categories (all sections excluding comment section) are benchmarked and tracked.