

# Electronic Survey Software Tool and Support Services

## Historical Information

The mission of the Department of Veterans Affairs (VA) and the Office of Small and Disadvantaged Business Utilization (OSDBU) is to assist Service Disabled Veterans Owned Small Businesses (SDVOSBs), Veteran Owned Small Businesses (VOSB), Small Disadvantaged Businesses (SDB), HUBZone Businesses, and Woman-Owned Small Businesses (WOSB) to add value to the work. It also envisions the empowerment of the VA Acquisition Teams in identifying verified SDVOSBs and VOSBs capable of meeting VA requirements at a fair and reasonable price that offers best value to the United States.

OSDBU provides outreach and liaison support to businesses (small and large) and other members of the public and private sectors concerning Small Business Acquisition issues. OSDBU is responsible for monitoring VA implementation and execution of the socioeconomic programs and provides numerous outreach services for Veterans and service-disabled Veterans who seek to open or expand a business. OSDBU is the verification authority responsible for investigating and adjudicating the background of applicants to determine their eligibility as a SDVOSB or VOSB to participate in the Veterans First Contracting Program. OSDBU also spearheads initiatives to maximize business opportunities for SDVOSB/VOSB and small businesses by synchronizing critical resources through extensive marketing, counseling, and training. OSDBU also provides policy guidance, direction, and education to the VA acquisition community to assist in the implementation of the VA Small Business Program.

It is OSDBU's goal to identify a survey tool that is applicable for electronically gathering Sources Sought (Request for Information) responses from potential vendors. The survey tool is anticipated to be contracted as an enterprise license agreement for the Software-as-a-Service (SaaS) product with customer service support. VA employees and other authorized persons shall create their own user profile in the tool, have the capability to create a Sources Sought questionnaire, launch said questionnaire, monitor responses to Sources Sought efforts via a dashboard, close the survey collection project based on FBO.gov dates, download the response data in multiple formats, and print a draft market research report template. The survey tool shall be customizable, based on open-source programming language, capable of back-end integration with various Federal data systems upon directorate approval.

As part of our market research effort, we are seeking input from industry to identify the ability of the commercial market to fulfill potential requirements.

Thank you for your participation.

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.

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

Monterey Consultants, Inc., is contracted by VA, Office of Small and Disadvantaged Business Utilization (OSDBU) to assist with market research. The survey portal is managed by Monterey on behalf of VA OSDBU. Monterey has signed Non-Disclosure Agreements and is restricted under Organizational Conflict of Interest clauses from sharing

submitted information with any party outside VA. Monterey is not engaged in this industry and does not plan on doing business within this area in the foreseeable future.

## Electronic Survey Software Tool and Support Services

### Demographic Information

1. Please enter the following information:\*

Name of Firm:	<input type="text"/>
Business Address:	<input type="text"/>
Point of Contact Name:	<input type="text"/>
POC Phone Number:	<input type="text"/>
City/Town:	<input type="text"/>
Company Address:	<input type="text"/>
State:	<input type="text"/>
Zip Code:	<input type="text"/>
Website URL address:	<input type="text"/>

2. Contact Email:\*

A copy of your responses will be sent to this email address. Please check any "spam" or "junk" files in case the response is rerouted.

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

4. 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

## Electronic Survey Software Tool and Support Services

5. What has been your company's annual average revenue for the last 3 fiscal years?\*

(please provide best estimate available)

- ☐ 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

6. Please indicate your company's average annual number of employees:\*

(if your company has been in business less than a full year, indicate the average number of employees over all pay periods since inception)

- ☐ 1 - 5 employees
- ☐ 6 - 10 employees
- ☐ 11 - 15 employees
- ☐ 16 - 20 employees
- ☐ 21 - 50 employees
- ☐ 51 - 100 employees
- ☐ > 100 employees

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7. Identify which of the following NAICS codes your company uses when providing Acrylic Curing Units:\*

(select all that apply)

- ☐ 423430 -- Computer and Computer Peripheral Equipment and Software Merchant Wholesalers

- ☐ 511210 -- Software Publishers
- ☐ 518210 -- Data Processing, Hosting and Related Services
- ☐ 519130 -- Internet Publishing and Broadcasting and Web Search Portals
- ☐ 541499 -- All Other Business Support Services
- ☐ 541511 -- Custom Computer Programming Services
- ☐ 541512 -- Computer Systems Design Services
- ☐ 541519 -- Other Computer Related Services
- ☐ 541611 -- Administrative Management and General Management Consulting Services
- ☐ 541618 -- Other Management Consulting Services
- ☐ 541910 -- Marketing Research and Public Opinion Polling
- ☐ 541990 -- All Other Professional, Scientific and Technical Services
- ☐ None of the above

8. Please indicate your company's primary NAICS code used when providing survey software services:\*
- (Limited to 6 digits)

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

- ☐ Service-Disabled Veteran Owned Small Business (SDVOSB)
- ☐ Veteran Owned Small Business (VOSB)
- ☐ 8(a) Business Development Small Business Certification
- ☐ 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)
- ☐ Other
- ☐ Small Disadvantaged Business (SDB)
- ☐ Small Business as per primary NAICS code of operation
- ☐ Large Business
- ☐ Other, please specify

## Electronic Survey Software Tool and Support Services

10. Is your company currently providing enterprise software-as-a-service support to (Federal or State) government agencies?\*

- ☐ No
- ☐ Yes. Please specify which agencies/offices:

11. Does your company currently have a VA BPA or other VA contract, including T4NG and VECTOR, for the provision of enterprise licensing for your company's survey software?\*

- ☐ No
- ☐ Yes. Please provide the contract number:

- ☐ No
- ☐ Yes. Please provide the contract number:

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- |  |
|--|
|  |
|--|

- Name of Survey  
Tool:

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15. How many years of experience does your company have with of the following:\*

(select one option per ROW)

[illegible]

Survey  
administration  
and management

Survey data collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training of Users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web-based collaborative site administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work with secure file transfer protocols (FTP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. How recent was your company's last enterprise license contract?\*

(select all that apply)

- ☐ N/A
- ☐ Current
- ☐ In last year
- ☐ Two years
- ☐ Three years
- ☐ Four years
- ☐ > Four years

17. What was the duration of your company's last enterprise license contract?

- ☐ N/A
- ☐ < 30 days
- ☐ 30 - 60 days
- ☐ 61 - 90 days
- ☐ 3 to 5 months
- ☐ 6 to 9 months
- ☐ 10 to 12 months
- ☐ > 12 months

## Electronic Survey Software Tool and Support Services

18. Please indicate features of your company's survey software:\*

(select all that apply)

- ☐ Ability to add multiple business types/socioeconomic classes to profiles
- ☐ Ability to add multiple NAICS to profile
- ☐ Ability to data mine to specific vendor attributes and show alignment to specific requirements and/or responds to specific inquiries
- ☐ Ability for respondents to upload documents to their response
- ☐ Requirements owners can upload documents to their surveys for respondents to utilize
- ☐ Ability to see which vendors provide capability or service in a specific area
- ☐ Archive data for customer use
- ☐ Capability to add artifacts for vendor assessment and/or comment

- ☐ Controlled Access and Single Sign-On
- ☐ Corporate Branding and Private-labeling
- ☐ Multiple levels of reporting capabilities
- ☐ Drill down into or compare different sets of data
- ☐ Bi-directional Integration
- ☐ Validation Rules
- ☐ Push Notifications
- ☐ JavaScript API
- ☐ Survey flow logic (Skip Logic, Branch Logic)
- ☐ Ordering Rules
- ☐ Piping
- ☐ Question/Page Conditional Formatting
- ☐ Drag/drop specific information to a personalized dashboard
- ☐ Closed-loop automation and workflows
- ☐ Generate a direct link that can be placed directly into a FedBizOpps abstract that serves as the response mechanism
- ☐ Presentation by NAICS
- ☐ Presentation of Business Types per state
- ☐ Presentations/visualizations by Business Type groupings (e.g., Large, Small (SB, SDVOSB, VOSB, WOSB))
- ☐ Provide a secure environment with abilities to scale access from almost anywhere and allow for rapid changes as approved (FEDRAMP compliant)
- ☐ Snapshot of a specific information request
- ☐ Tailorable, adhoc components
- ☐ User help guide to walk a user through the survey development and subsequent processes
- ☐ Vendor profile and capability data is captured via registration
- ☐ None of the above
- ☐ Other, please specify

19. How many simultaneous users can your SaaS survey software support?\*

- ☐ N/A
- ☐ 1 to 20
- ☐ 21 to 50
- ☐ 51 to 75
- ☐ 76 to 150
- ☐ 151 to 300
- ☐ > 300

20. If your company has experience coordinating survey data from disparate sources, how recent is that experience?\*

- ☐ N/A
- ☐ Current
- ☐ In last year
- ☐ Two years
- ☐ Three years
- ☐ Four years
- ☐ > Four years

## Electronic Survey Software Tool and Support Services

21. What question types does your company's SaaS survey software currently support?\*

(select all that apply)

- ☐ Choice - Database Checkboxes
- ☐ Choice - Database Dropdown
- ☐ Choice - Database Options
- ☐ Choice - Multiple Answers (Checkboxes)
- ☐ Choice - One Answer (Dropdown)
- ☐ Choice - One Answer (Option Buttons)
- ☐ Choice - True/False
- ☐ Choice - Yes/No
- ☐ Matrix - Dynamic Row
- ☐ Matrix - Multiple Answers per Row (Checkboxes)
- ☐ Matrix - Multiple Answers per Row (Text/Dropdown)
- ☐ Matrix - Multiple Answers per Row (Textboxes)
- ☐ Matrix - One Answer Per Row (Option Buttons)
- ☐ Matrix - Rating Scale (Numeric)
- ☐ Matrix - Rating Scale Slicer (Numeric)
- ☐ Open Ended - Calculated
- ☐ Open Ended - Comments Box
- ☐ Open Ended - One Line
- ☐ Open Ended - One or More Lines
- ☐ Predefined - User Registration
- ☐ Presentation - Heading
- ☐ Presentation - Message
- ☐ Value (range or various ranges)
- ☐ None of the above
- ☐ Other, please specify

22. Does your company have a system in place to document and track the receipt of non-electronic survey response data?\*

- ☐ Yes
- ☐ No

23. Does your company have experience with Secure Socket Layer (SSL) and Public Key Infrastructure (PKI) protocols for secure file transfers?\*

- ☐ Yes
- ☐ No

24. Does your company have a receiving system that is FIPS 140-1 or FIPS 140-2 compliant under certificate 918?\*

- ☐ Yes
- ☐ No

25. What is the highest FIPS 140 security level met by your company's receiving system?\*

- ☐ Level 1
- ☐ Level 2
- ☐ Level 3
- ☐ Level 4
- ☐ N/A



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26. Does your company have experience providing respondents with a digital copy of their response to a survey?\*
- ☐ Yes  
☐ No
27. Does your company's software have the feature to allow customers to download response files in ASCII comma delimited, Excel, and/or SAS dataset formats?\*
- ☐ Yes  
☐ No
28. Does your company's software have fully automated analysis and reporting functions to present survey results?\*
- ☐ Yes  
☐ No
29. Indicate the estimated number of surveys your company's software is capable of processing on an annual basis, keeping in mind that each survey would include customer technical support for account registration:\*
- (select all that apply)
- ☐ N/A  
☐ < 20  
☐ 20 to 50  
☐ 51 to 100  
☐ 101 to 250  
☐ 251 to 500  
☐ >500

## Electronic Survey Software Tool and Support Services

30. Identify statistical characteristics employed by your company's software to analyze survey data and report findings:\*
- (select all that apply)
- ☐ Categorical variables  
☐ Central tendency measures  
☐ Inferential statistics  
☐ Interval variables  
☐ Linear Discriminate Analysis  
☐ Multi-linear Discriminate Analysis  
☐ Non-parametric tests  
☐ Normal distribution

- ☐ Ordinal variables
- ☐ Parametric tests
- ☐ Quantitative variables
- ☐ Ratio scales
- ☐ Sensitivity Analysis
- ☐ None of the above
- ☐ Other, please specify

31. Are the statistical characteristics you've noted above included as part of your company's system or is a third-party tool needed to fulfill the associated analyses.\*

- ☐ N/A
- ☐ Yes, this is part of my company's current system
- ☐ No, this is not part of my company's current system and the software does not allow plug-in tools
- ☐ A third-party tool would be required to provide the analyses

32. Does your company's software have the capability for a user to assign analysis values to questions?\*

- ☐ Yes
- ☐ No

## Electronic Survey Software Tool and Support Services

33. Does your company's software have the capability for a user to assign analysis values to individual responses within a question?\*

- ☐ Yes
- ☐ No

34. Which of the following does your company provide on a user's dashboard for quick-view analytics, scoring adjustments, response comparisons, etc., of open/closed survey data:\*

(select all that apply)

- ☐ N/A
- ☐ Visualizations show immediately
- ☐ Demographics such as business types and locations
- ☐ Initial functional alignment based on question value (proficiency).
- ☐ Organized and persistent data supports more detailed analysis by logically organizing vendor response data into easily usable categories
- ☐ Allow for "what-if scenarios that support vendor side by side comparisons or adhoc changes in response thresholds (i.e., can modify response thresholds to see if assessment results change)
- ☐ Ability to objectively "micro measure - add more fidelity in assessing alignment (Criteria to be balanced at the response level. Distribution of these weights are configurable by user)
- ☐ Ability to easily see visual comparisons by business type allows easy exports for inclusion in reports
- ☐ Other, please specify

35.

Please identify what tools your company uses to graphically represent survey response analysis:

(select all that apply)

☐ Tableau

☐ Excel

☐ Office365

☐ Other, please specify

## Electronic Survey Software Tool and Support Services

36. Does your company have a secure web-based customer access tool whereby customers can access critical survey response information?\*

☐ Yes

☐ No

37. How often is your company's secure web-based customer access tool updated to reflect the most current survey response information?\*

☐ N/A

☐ Real-time data provided

☐ Updated every 12 hours

☐ Updated every 24 hours

☐ Updated Weekly

☐ Updated Monthly

38. What is your company's average response rate for system shutdown?\*

☐ N/A

☐ 0-2 hours

☐ 3-4 hours

☐ 5-6 hours

☐ 7 hours +

39. Based on the average response rate, what does your company provide by means of redundancy to prevent long-term disruption in service (>7 hours)?\*

(select all that apply)

☐ Backup System with duplication

☐ Daily or weekly system maintenance scheduled

☐ 24/7 software/hardware specialists available to address critical malfunctions

☐ Other, please specify

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40. What types of customer support services does your company provide for its web-based customer access tool?\*

(select all that apply)

- ☐ Telephone support (24/7)
- ☐ Telephone support (weekdays, 9 - 5 only)
- ☐ Company website, Live Chat
- ☐ Company website, ticket submission and tracking
- ☐ Software specialist on site within 24 hours of critical malfunction
- ☐ Software specialist on site within 48 hours of critical malfunction
- ☐ Software specialist on site within 1 week of critical malfunction
- ☐ None of the above
- ☐ Other, please specify

41. Indicate what training aspects are provided by your company to familiarize your customers with your company's web-based tool:\*

(select all that apply)

- ☐ Written instructional material
- ☐ On-site training
- ☐ Web-based training (live)
- ☐ Web-based training (video)
- ☐ None of the Above
- ☐ Other, please specify

42. Please identify the types of administrative and reporting requirements your company can fulfill:\*

(select all that apply)

- ☐ Kick-off Meeting/Minutes
- ☐ Project Work Plan (PWP)
- ☐ Update Quality Control Plan (QCP)
- ☐ Briefing
- ☐ Update Transition/Retention Plan
- ☐ Weekly Status Reports (WSR)
- ☐ Weekly Production Reports
- ☐ Monthly Product Reports
- ☐ Website analytics
- ☐ Update website content
- ☐ Website daily reporting
- ☐ Task management and reporting
- ☐ None of the Above
- ☐ Other, please specify

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43.

Identify the education levels of your company's staff:\*

(select all that apply)

- ☐ Bachelor's Degree with at least 1 year experience
- ☐ Bachelor's Degree with at least 3 year experience
- ☐ Associate's Degree or higher and at least 4 years' experience in customer service
- ☐ Juris Doctorate degree
- ☐ Other, please specify

44. Please identify those best practices that your firm has integrated into company standards:\*

(select all that apply)

- ☐ Data Item/Document Configuration Management and Control
- ☐ Incorporation of proven commercial best practices
- ☐ Program Evaluation and Review Techniques (PERT)
- ☐ Risk Management and Mitigation
- ☐ Tracking of defects
- ☐ Tracking of earned value
- ☐ Use of flexible templates
- ☐ None of the above
- ☐ Other, please specify

45. Does your company have a project manager on staff who is responsible for project scheduling, coordination, and technical assistance to the VA representative throughout the delivery/task order for each VA site location?\*

- ☐ Yes
- ☐ No

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

- ☐ Yes
- ☐ No

47. Is your company ISO 9000 certified?\*

- ☐ Yes
- ☐ No

48. 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

☐ Other, please specify

## Electronic Survey Software Tool and Support Services

49. 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

50. 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

51. Which of the following information is available in your company's current Capabilities Statement?\*

(select all that apply)

- ☐ Company Overview
- ☐ CAGE Code
- ☐ Vets First Verification Logo
- ☐ Contact Information
- ☐ Core Capabilities
- ☐ NAICS Code
- ☐ List of Products/Services Offered
- ☐ Past Performance Project Descriptions/Narratives
- ☐ Certifications/Credentials Identified
- ☐ Current/Prior Business Partners
- ☐ Current/Prior Business Clients
- ☐ Company Web Address
- ☐ Socioeconomic Information
- ☐ Testimonials
- ☐ National Institute of Governmental Purchasing (NIGP) Codes
- ☐ Awards and Recognitions Listed
- ☐ Performance History Evaluations

- ☐ Contract Vehicles  
☐ None of the above

## Electronic Survey Software Tool and Support Services

52. Company website address (URL):\*

53. Please provide your company's Employer Identification Number (EIN) provided by the IRS:

<https://www.irs.gov/businesses/small-businesses-self-employed/apply-for-an-employer-identification-number-ein-online>

54. Please provide your company's Taxpayer Identification Number (TIN) if different from your company's EIN:

The IRS considers the following forms of information as TIN documentation: Social Security Number "SSN", Employer Identification Number "EIN", Individual Taxpayer Identification Number "ITIN", Taxpayer Identification Number for Pending U.S. Adoptions "ATIN", or Preparer Taxpayer Identification Number "PTIN"

55. CAGE code provided to your company following your registration in the System for Awards Management (SAM), <https://www.sam.gov/portal/SAM/#1#1>

This is a 5-character code

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

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57. How long did it take you to complete this Sources Sought eRFI response?\*

- ☐ 0-15 Minutes  
☐ 16-30 Minutes  
☐ 31-45 Minutes  
☐ 46 Minutes – 1 Hour  
☐ >1 Hour

58. How would your company prefer to submit RFI responses?\*

- ☐ Electronic Format
- ☐ Traditional Format

59. If your company could respond to formal Requests for Information (RFIs) using an eTool like this electronic questionnaire, how likely do you think your company would be to respond to more RFI requests?\*

- ☐ Highly Likely
- ☐ Likely
- ☐ Somewhat Likely
- ☐ Would Not Change Response Level
- ☐ Somewhat Unlikely
- ☐ Unlikely
- ☐ Highly Unlikely

60. If there is some other method by which your company would prefer to submit Sources Sought RFI responses, please specify here:

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