Division of Simplified Acquisition Policy & Services
2010 Survey

The Division of Simplified Acquisition Policy & Services (DSAPS) is responsible for interpreting simplified acquisition regulations; implementing policies; performing oversight at the OpDiv level; negotiating and awarding BPAs; administering the NIH purchase card program; assisting in reverse auctions, and developing specifications, statements of work and locating vendors.

DSAPS remains committed to providing quality and timely customer service and making improvements where needed. Please take a few minutes to complete this survey. Circle the answer that applies. Your input is important to us.

How often do you contact DSAPS?

- Weekly
- 2-3 times a month
- Once a month
- Once or twice a year
- Rarely

During your most recent contact with DSAPS, what was your inquiry related to? (Select as many as apply)

- BPA
- Purchase Card
- Policy or Appropriations Law Question
- Newsletter
- Authority levels/ Prism Access
- DCIS
- Planning/Specifications
- Reverse Auctions
- Other _____

How did you contact DSAPS? (Select one)

- Telephone
- eMail
- Web Page
- In person
- Other _____

How would you rate the following regarding the service you received?

- Timeliness of service Excellent / Good / Fair / Poor
- Staff knowledge Excellent / Good / Fair / Poor
- Staff responsiveness Excellent / Good / Fair / Poor
- Staff courtesy Excellent / Good / Fair / Poor

How did the service you receive compare with your expectations?

- Greatly exceeded my expectations
- Somewhat exceeded my expectations
- Was about what I expected
- Fell somewhat short of my expectations
- Fell very short of my expectations

Through use of the Newsletter, Newsflashes, Symposiums, procurement guides, training, reviews, etc., how well does DSAPS communicate policies and procedures as they relate to your job?

Excellent / Good / Fair / Poor

How would you rate the overall service you received from DSAPS? Excellent / Good / Fair / Poor

Would you recommend DSAPS's services to a coworker? Yes No