

FEDLINK Vendor Survey

Welcome to the FEDLINK Vendor Survey

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This survey is for vendors who sell their products through FEDLINK.

By participating in this survey, your ideas, feedback and needs may be incorporated into our five-year Business Plan covering Fiscal Years 2007-2011.

FEDLINK Vendor Survey Goals

The goals of the FEDLINK Vendor Survey are to find out:

vendor perceptions of the Federal Government market;
vendor activities with FEDLINK;
vendor perceptions of FEDLINK;
vendor ideas on marketing through FEDLINK; and
vendor feedback on future FEDLINK products and or services.

Privacy Statement

Survey responses will be kept in strict confidence and not attributed to any individual. FEDLINK will only use the gathered information to improve or enhance our programs and our processes.

Taking the FEDLINK Vendor Survey

The survey should take approximately 30 minutes to complete depending on the number of questions you answer and the level of detail you provide.

The survey deadline is February 10, 2006. Please answer as many questions as you can. There are 48 questions in total.

You may finish the survey in more than one session (provided you use the same computer) by hitting "Exit Survey." If you hit "Done" (at the end of the survey) you may edit your survey until the survey deadline of February 10, 2006.

To exit the survey, be sure to click ahead to a blank question.

Demographics

What is your name?

What is your title?

What is your company's name?

What is your e-mail address?

FEDLINK Participation

How long has your company participated in the FEDLINK program?

Less than 1 year

1-2 years

2-3 years

3-5 years

5-10 years

More than 10 years

Don't know

Current Sales through FEDLINK

Approximately what percentage of your company's overall government sales for library and information related services are made by customers through FEDLINK?

0-10 percent

10-25 percent

25-50 percent

50-75 percent

75-100 percent

Don't know

Growth of Sales through FEDLINK

Over the past three years, have sales of your company's products through FEDLINK:

Increased

Decreased

Stayed the same

Too early to tell (new members)

Don't know

Projected Sales through FEDLINK

Over the next five years, do you predict sales of your company's products through FEDLINK will:

Increase

Stay the same

Decrease

Don't know

Projected Sales: Explanation

Please explain why you think your projected sales over the next five years will stay the same, increase or decrease.

FEDLINK Report Card: Member Purchasing

On a scale of 1-5, with 5 being the highest rating, how well do you think FEDLINK has succeeded in helping federal library and information professionals purchase information resources?

FEDLINK Report Card: Helping You

On a scale of 1-5, with 5 being the highest rating, rate FEDLINK's success in helping you sell your products to federal agencies.

FEDLINK Services:

Has FEDLINK evolved with the changing market to provide the right services such as education/training, simplified procurement, financial management, consulting services, etc., to government agencies?

Yes

No

Don't know

Please explain.

FEDLINK Payment Options

Do you think our existing stable of payment methods such as Transfer Pay, Direct Pay and Direct Express are sufficient to meet federal agency procurement needs?

Yes

No

Don't know

Please explain.

Helping us Improve

How can we improve the RFQ and RFP processes?

How can we improve the contract renewal process?

FEDLINK Report Card: Billing and Accounting

On a scale of 1-5, with 5 being the highest rating, how would you rate the quality of FEDLINK's billing and accounting procedures?

FEDLINK Billing/Accounting Improvement

How can FEDLINK improve its billing and accounting procedures?

FEDLINK Procurement Improvement

How can FEDLINK improve its existing procurement programs?

Brand Recognition

What words first come to mind when you first hear FLICC or FEDLINK?

Sales outside of FEDLINK

In addition to FEDLINK, my company has separate contracts to sell our products to federal agencies with the following entities:
(Check all that apply.)

- GSA
- Other federal procurement entity or entities
- Direct sales to customers
- Don't Know
- Other

If you have a contract to sell materials through another federal procurement entity besides GSA, please list the name of that entity or entities below:

Sales outside of FEDLINK: Customer Reasoning

What procurement practices do other government procurement entities use that might make customers choose them instead of FEDLINK?

Selling More: FEDLINK Initiatives

What new procurement services or payment methods could FEDLINK offer to make it more advantageous for federal agencies to use FEDLINK?

Selling More: Vendor Initiatives

What could your company do or offer to make it more advantageous for federal agencies to use FEDLINK?

Selling More: New Members

What other federal agency units or divisions besides libraries and information centers, might be interested in your company's products?

Customer Perceptions: FEDLINK Awareness

On a scale of 1-5, with 5 being the highest rating, how aware are your federal customers and potential customers of FEDLINK?

Customer Complaints

What customer complaints do you receive about FEDLINK services?

Unmet Customer Information Needs

What kinds of information are your customers requesting that we are not providing or could provide more efficiently?

Communicating with FEDLINK: Rating

On a scale of 1-5, with 5 being the highest rating, how responsive is FEDLINK when you need to communicate with us?

Communicating with FEDLINK: Obstacles

What obstacles, if any, do you experience when communicating with FEDLINK?

How do you suggest we remove such obstacles?

Communicating with FEDLINK: Unmet Needs

What information would you like to receive that you are NOT currently receiving?

Marketing: Successful Venues

What are the most successful marketing venues FEDLINK provides for your products?
(Check all that apply.)

- Listserv announcements
- Newsletter announcements
- Vendor demonstrations
- Vendor services directory
- Web site announcements
- Don't know
- Other

Marketing: New Venues

What new marketing opportunities could FEDLINK use for your products and/or services?

Web Site: Rating

On a scale of 1-5, with 5 being the highest rating, how useful do you find the FEDLINK web site?

Web Site: New Features

What new features or changes would you like to see on our web site?

Newsletter: Rating

On a scale of 1-5, with 5 being the highest rating, how useful do you find the “FEDLINK Technical Notes” newsletter as a way to market your products?

Newsletter: New Features

What new features or changes would you like to see in our newsletter?

Vendor Demonstrations

Have you conducted demonstrations of your products using FEDLINK’s training room?

Yes

No

Don’t know

Vendor Demonstrations: Rating

On a scale of 1-5, with 5 being the highest rating, rate the success of such vendor demonstration programs.

Vendor Demonstrations: Feedback

Please provide feedback on our vendor demonstration program. How can we make it better?

Vendor Demonstrations: Webinars

Do you already provide online demonstrations or webinars about your products to help reach federal customers?

Yes

No

Don't know

If not, would you be interested in providing online demonstrations or webinars about your products to help reach our members outside of the Washington, DC area?

Yes

No

Don't know

Federal Library and Information Centers

What do you think are the top issues facing federal library and information centers?

Federal Library and Information Centers: Change

How do you think federal library and information centers will change over the next five fiscal years (FY07-FY11)?

Supporting Vendors

How can we better support your needs? Please provide feedback on any areas not covered in the questions above.

Thank You

Thank you for taking our survey. We appreciate the time you took to provide your feedback.

Contact Us

Don't hesitate to contact us by sending an e-mail to Karen Walfall at kw@loc.gov if you have questions or comments.