



OFFICE OF THE UNDER SECRETARY OF DEFENSE
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ACQUISITION
TECHNOLOGY
AND LOGISTICS

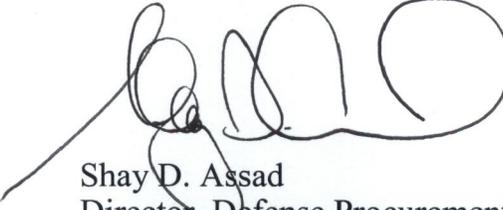
MEMORANDUM FOR COMMANDER, UNITED STATES SPECIAL OPERATIONS
COMMAND (ATTN: ACQUISITION EXECUTIVE)
COMMANDER, UNITED STATES TRANSPORTATION
COMMAND (ATTN: ACQUISITION EXECUTIVE)
DEPUTY ASSISTANT SECRETARY OF THE ARMY
(POLICY AND PROCUREMENT), ASA(ALT)
DEPUTY ASSISTANT SECRETARY OF THE NAVY
(ACQUISITION & LOGISTICS MANAGEMENT),
ASN(RDA)
DEPUTY ASSISTANT SECRETARY OF THE AIR FORCE
(CONTRACTING), SAF/AQC
DIRECTORS, DEFENSE AGENCIES
DIRECTORS, DOD FIELD ACTIVITIES

SUBJECT: General Services Administration (GSA), Federal Acquisition Service (FAS)
Customer Survey

Since Fiscal Year 2003, GSA/FAS has been surveying its customers to determine their needs and the effectiveness with which they are using the GSA/FAS contract vehicles. FAS is once again conducting a survey of its customers. The purpose of the survey is to identify areas of acquisition where outreach efforts and training are required to ensure more effective use of these contract vehicles.

Prior surveys have provided useful information which supports the need for training when using the GSA/FAS contract instruments. As an example, GSA points out that users only request price reductions 47% of the time when making purchases from Multiple Award Schedules. FAS will provide training to your acquisition workforce that will point out when price reductions can be requested. These outreach and training efforts can afford great benefit to your organization.

Please encourage your contracting workforce to participate in the survey which can be accessed at the following web address: <http://survey.erg.com/ss/wsb.dll/s/7gd6>. Questions can be directed to Michael Canales, 703-695-8571 or michael.canales@osd.mil.



Shay D. Assad
Director, Defense Procurement
and Acquisition Policy

