

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 3090-0297)

TITLE OF INFORMATION COLLECTION:

GSA Federal Acquisition Service (FAS) Supplier Perception Survey

PURPOSE:

The FAS is surveying suppliers to understand perceptions of FAS within the organization’s supply base. The results of the survey will inform FAS’ efforts to interact with suppliers in more meaningful ways, streamline processes, and improve overall services provided to FAS customers. Survey respondents will be asked to answer questions regarding:

- Communication and Overall Relationship
- Cost and Quality Management
- Technical Support

DESCRIPTION OF RESPONDENTS:

Respondents will be points of contact at companies that do business with FAS.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input checked="" type="checkbox"/> Other: <u>Supplier Perception Survey</u> |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Emile Monette

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? Yes No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? Yes No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No

Gifts or Payments:

Is an incentive (*e.g.*, money or reimbursement of expenses, token of appreciation) provided to participants? Yes No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Open-Ended Question Respondents (Private Sector)	1,371	0.25 hrs	343 hrs
Quantitative Question Respondents (Private Sector)	5,836	0.17 hrs	992 hrs
Totals	7,207		1,335 hrs

FEDERAL COST: The anticipated cost to the Federal Government is not easily calculable, but will be de minimis, in any event. Any costs will be related to minimal staff/administrative time in analyzing the data. No travel, postage or significant printing costs will be involved as Web-based technologies will be the primary method used to collect the data.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
 Yes No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

The full universe of potential respondents includes all suppliers that do business with the Federal government through FAS, or approximately 19,000 in fiscal year 2011. FAS has four portfolios (General Supplies and Services (GSS), Integrated Technology Services (ITS), Travel, Motor Vehicle, and Card Services (TMVCS), and Assisted Acquisition Services (AAS)), although AAS has no unique suppliers and uses contracts from the other portfolios for assisted acquisitions. For each of the three portfolios with unique suppliers, suppliers were ranked by FY10 FAS business volume. Suppliers that constituted the top 80% of spend were included in the survey. In addition, a random sample of the remaining suppliers was included to reach a total sample of 2,500 suppliers per portfolio. Because TMVCS has fewer than 2,500 suppliers, all TMVCS suppliers were included in the survey. After suppliers were chosen, one point of contact was identified for each contract that each sampled supplier has with FAS.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)

Web-based or other forms of Social Media

Telephone

In-person

Mail

Other, Explain

2. Will interviewers or facilitators be used? Yes No

Please make sure that all instruments, instructions, and scripts are submitted with the request.