

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number:-1090-0011)

TITLE OF INFORMATION COLLECTION: National Park Service (NPS) Pre-Award Phase Satisfaction Survey.

PURPOSE: To collect feedback on the pre-award solicitation process. We will use the information internally to identify areas that will help us improve relationships with industry and gain leverage into developing smarter buying solutions for its customers.

DESCRIPTION OF RESPONDENTS: Contracting Officers and/or Points of Contact for companies who have responded to an NPS solicitation.

TYPE OF COLLECTION: (Check one)

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

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: Patrick Breen

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
Contracting Officer or other Point of Contact provided by a company responding to an NPS solicitation	100	10 minutes	17 hours
Totals	100		17 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$1,500.

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?

Target respondents are Contracting Officers or POCs provided by companies responding to an NPS solicitation.

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 – **EMAIL**

2. Will interviewers or facilitators be used? Yes No

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