

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

TITLE OF INFORMATION COLLECTION:

General Services Administration (GSA) General Supplies and Services (GSS) Transactional Survey (Req-13).

PURPOSE:

The online survey will provide a tool that allows the Multiple Award Schedule (MAS) team to continuously monitor customer satisfaction and contact experience, collect data on performance trends, and share “voice of the customer” data throughout the Agency.

DESCRIPTION OF RESPONDENTS:

Supplier representatives/contract holders who have contacted GSA regarding a MAS issue or sale in the prior business quarter (previous three months).

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.

Robert H. Alton/signed

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GSA/FAS Office of Customer Accounts & Research

Branch Chief (Acting), Research and Operations Division

Please note: The survey instrument uses a 10-point scale, modeled after the American Consumer Satisfaction Index (ACSI). GSA first conducted the survey in 2010, with continual data collection through 2014. GSA would like to continue using the 10-point scale to provide comparable findings and trend data on our supplier community. Survey questions are unchanged since the 2012 request.

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
Agency Customers	4,000 (500 per quarter)	5 minutes per survey	334 hrs
Totals	4,000	20,000 mins	334 hrs

FEDERAL COST: The estimated annual cost to the Federal government is ____\$0____

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 potential group of respondents are suppliers/contract holders who have contacted the GSA Multiple Award Schedule team or used GSA Multiple Award Schedule services in the prior business quarter (within the past three months).

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.