

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 3090-0297) (Req-17)

TITLE OF INFORMATION COLLECTION: GSA Acquisition 360 Survey.

PURPOSE: Acquisition 360 is a short survey that will be used to gather information on orders awarded against Government-wide acquisition vehicles from three audiences: industry, contracting, and program. The objective of this survey is to understand perceptions of the acquisition process from these three groups, and to use responses to identify opportunities to improve acquisition. The only external component of survey is the industry satisfaction component.

DESCRIPTION OF RESPONDENTS: GSA Industry Partners.

TYPE OF COLLECTION: (Check one)

- | | |
|---|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input 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 checked="" type="checkbox"/> Other: Industry Satisfaction Survey |

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: Jessica Hamilton

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 [X] No

BURDEN HOURS

| Category of Respondent | No. of Respondents | Participation Time | Burden |
|------------------------|--------------------|--------------------|----------------|
| Private Sector | 2,000 | 10 minutes | 20,000 minutes |
| | | | |
| Totals | | | 333 hours |

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?
[X] Yes [] No

If the answer is yes, please provide a description of both below (or attach the sampling plan)?

We plan to use GSA eBuy, which is a tool that can be used by federal agencies to post Requests for Quotations (RFQs) for products and services offered under GSA contracts. We will use vendor data collected from this system. We plan to survey vendors who have submitted a offer to a RFQ via eBuy over the last six months.

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?

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
[X] Other, Explain: Email survey responses
2. Will interviewers or facilitators be used? [] Yes [X] No