

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback” (OMB Control Number: 3090-0297)
(Request No. 22)**

TITLE OF INFORMATION COLLECTION: GSA General Supplies and Services’ (GSS) Multiple Award Schedule, Governmentwide Acquisition Contract (*i.e.*, OASIS), and Blanket Purchase Agreement (BPA) Programs Supplier Loyalty Survey.

PURPOSE: To assess and collect data around Federal Acquisition Service (FAS) supplier satisfaction. GSA will use the data to streamline operations and improve suppliers’ interactions with GSA.

DESCRIPTION OF RESPONDENTS: GSA General Supplies and Services’ (GSS) vendors.

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: _____ |

The survey is administered through ClickTools, with email capabilities provided by GovDelivery. The data will be stored in Salesforce.

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: Victoria McFadden

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

If PII is collected, please provide a brief statement regarding why PII is necessary, how it will be stored and for how long, and how it will be destroyed once the collection is over.

N/A

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
Private sector (GSS Multiple Awards Schedule vendors)	4,891	6 minutes	489.1 hrs
Private sector (GSS GWAC vendors)	69	6 minutes	6.9 hrs
Private sector (GSS BPA vendors)	255	6 minutes	25.5 hrs
Totals	5,215	[minutes or hours]	521.5 hrs

FEDERAL COST: The estimated annual cost to the Federal government is [\\$17,118](#).

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 customer list is comprised of contacts within the GSS Acquisition Operations vendor community that have conducted business with GSA over the last twelve months. We will email the survey to all contacts and are expecting a 15% response rate

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

This survey structure contains skip logic within the first screener question on page 1: If respondent selects “1”, they are only asked the “Core Questions” on pages 1-3 and the

“Region 2” questions on page 3; If they select “2”, they are only asked the “Core Questions” on pages 1-3 and the “Region 3” questions on pages 4-5; If they select “3”, they are only asked the “Core Questions” on pages 1-3 and the “Region 6” questions on page 6; If they select “4”, they are only asked the “Core Questions” on pages 1-3 and the “Region 7” questions on pages 7-8; If they select “5”, they are only asked the “Core Questions” on pages 1-3 and the “Region 8” questions on pages 9-10. If they select N/A, they are directed out of the survey.