

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 3090-0297)
(Req-27)**

TITLE OF INFORMATION COLLECTION: *GSA’s Federal Acquisition Service Multiple Award Schedule (MAS) Post-award Feedback.*

PURPOSE: *Collect data surrounding the contract award process for Multiple Award Schedules (MAS) in order to streamline operations and improve vendor interactions with GSA.*

DESCRIPTION OF RESPONDENTS: *All vendors who receive a contract on MAS in FY16.*

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 (e.g., 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: Jesse Dondero Phone: 609-501-3271

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:

N/A

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
<i>Projected # of Vendors Projected for contract award via MAS in FY16, based on FY15 actuals and growth (3% increase) (private sector)</i>	$1,570 * .15 = 236$ <i>(Total contracts awarded * 15% expected response rate)</i>	<i>3 minutes (.05 hours)</i>	<i>708 min. or 11.8 hrs.</i>
Totals		[minutes or hours]	<i>11.8 hrs</i>

FEDERAL COST: The estimated annual cost to the Federal government is \$336

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

- 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?

This is a pilot effort to capture the feedback of all vendors that successfully received a contract for GSA’s Multiple Award Schedules. All contract award recipients are sent their contract acceptance letter which links them to the [GSA MAS Welcome Package](#). The survey will be a link at the top of this homepage reading “Please let us know about your award experience.” We are expecting a 15% response rate.

Administration of the Instrument

- How will you collect the information? (Check all that apply)
 Web-based or other forms of Social Media. Information will be collected through the google forms platform and stored in a google spreadsheet. A direct link to the survey will be provided in the vendor welcome packet.
 Telephone
 In-person
 Mail
 Other, Explain
- Will interviewers or facilitators be used? Yes No

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