

**Supporting Statement  
Information Collection (ICR) Approval Request to Conduct Customer Satisfaction  
Research (OMB #1545-1432)**

**Title:** Internal Revenue Service (IRS) Contractor Satisfaction Survey

**A. JUSTIFICATION**

**1. Circumstances Making the Collection of Information Necessary**

Satisfaction surveys have proven to produce significant information about the key dimensions of the customers' experience in dealing with IRS Procurement as well as pointers to where improvement opportunities might lie.

**2. Purpose and Use of the Information Collection**

The Contractor Satisfaction Survey is part of a program that measures contractor satisfaction with IRS Procurement. Results are used to identify improvement opportunities and make changes, if necessary, in the way IRS Procurement conducts business with its contractors.

**3. Consideration Given to Information Technology**

The survey is administered electronically, using the Verint (formerly Vovici) software, on a yearly basis after the completion of a fiscal year.

**4. Duplication of Information**

This survey will provide valuable information that is not available in any internal IRS data source.

**5. Reducing the Burden on Small Entities**

The survey is only administered once a year and only to contractors that conducted business with IRS Procurement in the fiscal year being surveyed.

**6. Consequences of Not Conducting Collection**

Maintaining good relations with our contractors is key to IRS Procurement's success. The data retrieved from this survey measures how well IRS Procurement is communicating and working with our contractors and identifies areas where we can improve. The improvements made help ensure the retention of good contractors on future acquisitions. We also give the contractor the option to be contacted if they need any assistance with an ongoing issue with IRS Procurement.

**7. Special Circumstances**

There are no special circumstances. The information collected will be voluntary. These statistics could be used in making management decisions such as in business improvement opportunities.

**8. Consultations with Persons Outside the Agency**

N/A

**9. Payment or Gift**

N/A

**10. Confidentiality:**

One voluntary survey question asks participants if they would like to be contacted to discuss the survey further. If they respond “Yes,” they are requested to provide their name and telephone number or e-mail address (whichever they prefer). They are told that if they provide their name and contact information, the information they provided in the survey will be shared with the service provider.

The survey will not contain tax return or taxpayer information. Survey participants will not be identified in any of the reports unless they asked to be contacted. We will carefully safeguard the security of the data by storing the information in a restricted folder that only 8 people have access to.

**11. Sensitive Nature**

No questions will be asked that are of a personal or sensitive nature.

**12. Burden of Information Collection**

The amount of recipients is dependent on the amount of contracts IRS Procurement has active in a fiscal year. The time that a respondent takes to complete the survey is carefully considered, as only 5 questions are asked. The average time of survey completion is expected to be 5 minutes.

Based on a population of potential respondents of 2,800 and a response rate of 18%, we expect 504 survey participants, leaving 2,296 non-participants. The contact time to determine participants could take up to one minute to read the email invitation, with the resulting burden being  $2,800 \times 1 \text{ minute} / 60 = 47 \text{ burden hours}$ .

For participants, total time to complete survey is 5 minutes. The time burden for participants is  $504 \times 5 / 60 \text{ minutes} = 42 \text{ burden hours}$ .

The total burden hours for the survey is  $(47 + 42) = 89 \text{ burden hours}$

Type of Collection	Participation	Response Time (minutes)	Total Burden (Hours)
Potential Participants	2800	1	47
Expected participants	504	5	42
<b>Grand Total Burden</b>			<b>89</b>

**13. Costs to Respondents**

N/A

**14. Costs to Federal Government**

IRS Procurement currently has 3 licenses under an IRS Human Capital Office software contract with the Verint (formerly Vovici) organization. The overall cost of the software contract is approximately \$16,000 per year.

\$16,000 for the survey software/3 licenses in IRS Procurement = \$5,333 per license  
\$5,333 per license/9 different surveys to be conducted in FY2015 = **\$592.59 per survey**

**15. Reason for Change**

N/A

**16. Tabulation of Results, Schedule, Analysis Plans**

The survey data is collected via an electronic questionnaire through the Verint survey software. The survey questions remain the same year after year so that we may obtain comparative data over the years. The survey includes several ratings questions, evaluating overall service as compared to other federal agencies, timeliness of the procurement actions, communication and professionalism of the procurement staff, and ease of the procurement process. In addition, ample space is provided for suggestions for improvement.

Survey scoring is based on a 5 point scale with 1 being Very Dissatisfied and 5 being Very Satisfied. The comments are organized and reported in 5 categories: Communication, Customer Burden, Professionalism, Timeliness and Not Actionable. These comments are also categorized as negative or positive to identify IRS Procurements' strengths and weaknesses. All survey responses will be released only as summaries. No responses or comments are attributed to any one survey recipient unless they ask to be contacted.

**17. Display of OMB Approval Date**

N/A

**18. Exceptions to Certification for Paperwork Reduction Act Submissions**

N/A

**19. Dates Collection of Information will Begin and End**

November 2015 – December 2015

**B. STATISTICAL METHODS**

**1. Universe and Respondent Selection**

The contractor names and email addresses are pulled from the IRS Integrated Procurement System (IPS) who conducted business with the IRS in the fiscal year being surveyed.

**2. Procedures for Collecting Information**

The survey is administered electronically, using the Verint (formerly Vovici) software, on a yearly basis after the completion of a fiscal year. The procedure for collecting information consists of:

1. Issuing an initial email invitation to participate in the survey
2. After two weeks, a survey reminder is sent to non-responders

3. Survey closes a week after the reminder is issued and reporting information is provided to managers for review

### **3. Methods to Maximize Response**

The questionnaire length is minimized to 5 questions to reduce respondent burden; thereby, tending to increase response rates. Respondents are assured anonymity of their responses unless they ask to be contacted.

### **4. Testing of Procedures**

The questionnaire is an established and tested survey instrument. If changes are made to the questionnaire, only minor changes are expected as we prefer to keep the survey consistent year after year for comparative data.

### **5. Contacts for Statistical Aspects and Data Collection**

Cindi Wallace  
IRS Procurement, Office of Procurement Support Services, Business Operations Specialist  
240-613-8379  
Cynthia.Wallace2@irs.gov

**Survey instruments include the following and are attached in one document as a separate file.**

- Email Invitation
- Survey Questions
- Email Reminder