

# Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 2900-0770)

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## TITLE OF INFORMATION COLLECTION:

**Veterans Affairs (VA) Office of Construction and Facilities Management (CFM) Supplier Satisfaction Survey**

## PURPOSE: *(REVISION TO APPROVED COLLECTION)*

The VA CFM Supplier Satisfaction Survey is being developed to provide CFM with insight into the opportunities that exist for CFM to improve the quality and quantity of acquisition support services to CFM suppliers. While the results of the survey may yield ‘directional’ evidence on CFM service improvement opportunities, the primary purpose of this preliminary survey will be to inform changes to survey design and content for subsequent surveys. Subsequent to finalizing the survey instrument after administration of this survey, the CFM Supplier Satisfaction Survey will be administered on a quarterly basis.

## DESCRIPTION OF RESPONDENTS:

It is currently estimated that no more than 1000 CFM suppliers will be invited to participate in the survey. A quota based sampling approach will be used to ensure adequate representation of suppliers within key demographic segments (e.g., frequency of CFM acquisition interactions, type of CFM acquisition interactions, business type, business age, etc). However, no attempt to extrapolate results to non-respondents will be made.

## 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: Alicia M. Steele

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: Private Sector	No. of Respondents	Participation Time ( × minutes =)	Burden ( ÷ 60 =)
VA Form 10163	1000	11	183.33
Totals			183.33

**FEDERAL COST:** The estimated annual cost to the Federal government is \$65232.50.

**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 respondent list will be used to fulfill our sampling quota goals. However, the sampling method for this survey will not be used for statistical extrapolation to the larger target population. Rather, this approach is being used to ensure that CFM suppliers of varying demographic attributes are allowed to take and provide feedback on the Supplier survey. Diversity in feedback for this preliminary survey is important to ensure that a final statistical survey is widely understood and easy to complete.

**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

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