

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

TITLE OF INFORMATION COLLECTION: Supplier Perception Survey (SPS)

PURPOSE: The purpose of the VA Supplier Relationship Management Supplier Perception Survey is to systematically obtain information from suppliers that can be used to identify problems or complaints that need attention and to improve the quality of acquisition process and procedures. The data is used to demonstrate whether VA is providing timely, highly quality services to suppliers and to measure improvement over time as problem issues identified by the survey data that are addressed.

DESCRIPTION OF RESPONDENTS: The data will be collected from the Electronic Contract Management System (eCMS) list of two different samples of suppliers awarded contracts within the last six months. The first sample will be referred to as Sample 1; (S1) is the top 400 suppliers with the greatest VA expenditures; the second sample is referred to as Sample 2; (S2) is roughly 12,000 VA suppliers. All suppliers listed in these two samples are done without regard to business size or socio-economic status. The 12,000 suppliers will be divided by the eight Head of the Contracting Activities (HCA) with a simple random sample for each organization of 1500 sample per HCA.

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: Rosa Cason

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	No. of Respondents	Participation Time (× minutes =)	Burden (÷ 60 =)
Individuals	12,400	5	1,033
VA Form:			
Totals			

FEDERAL COST: The estimated annual cost to the Federal government is \$40,067

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 sample universe will consist of potentially 73,000 suppliers selected from the eCMS who were awarded contracts within the last six months. The survey will focus on two groups of suppliers, Sample 1; top 400 suppliers with the greatest VA expenditures; Sample 2; 12,000 VA suppliers. All of the suppliers listed in these two categories will be selected without regard to business size or socio-economic status.

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