

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1557- 0248)

TITLE OF INFORMATION COLLECTION:

Office of the Comptroller of the Currency - Office of Minority and Women Inclusion (OMWI) Webinar and Vendor Outreach Session – Doing Business with the OCC

PURPOSE:

The purpose of the data collection is to assess the effectiveness of the OCC’s OMWI technical assistance outreach. Pursuant to the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010 (P.L. 111-203), the OCC is required to develop standards for coordinating technical assistance to minority- and women-owned businesses. This collection of information will seek routine customer feedback about the OCC’s OMWI outreach efforts.

The customer feedback survey will be conducted approximately one-week after the participants participate in the OCC vendor outreach session via Webinar.

DESCRIPTION OF RESPONDENTS:

Businesses (also known as vendors) will participate in a 1.5 hour workshop, via Webinar, to learn about doing business with the OCC and Government, learn more about the OMWI office and to hear about upcoming/future requirements the OCC has on the horizon.. The event is intended to provide technical assistance for small businesses and women- and minority-owned businesses interested in beginning or increasing their contract opportunities with the federal government through a better understanding of the OCC and Government’s procurement process.

We anticipate approximately 250 businesses will participate (mostly small business and/or minority- and women-owned businesses) who will be responding to a Federal Business Opportunities posting. All businesses who participate will receive the voluntary customer feedback request.

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.

- Information gathered will not be used for the purpose of substantially informing influential policy decisions.
- 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: **Madelynn Orr**

To assist review, please provide answers to the following question:

Personally Identifiable Information:

- Is personally identifiable information (PII) collected? Yes No
- If yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? Yes No
- If Applicable, has a System or Records Notice 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	Burden
Private Sector - Businesses (Vendors)	250	.25	62.50
Totals			62.50

FEDERAL COST: The estimated annual cost to the Federal government is zero.

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?

The sample will be all of the e-mail addresses which were provided when the participants registered for the event.

Administration of the Instrument

- How will you collect the information? (Check all that apply)

- Web-based or other forms of Social Media
- Telephone
- In-person
- Mail
- Other, Explain (e-mail)

2. Will interviewers or facilitators be used? Yes No

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

Attached: Survey