

SUPPORTING STATEMENT – PART A:

OFPP Rate the Agency Initiative – 0704-TBD

A. JUSTIFICATION

1. Need for the Information Collection

OMB’s Office of Federal Procurement Policy (OFPP) has asked the Acquisitions Directorate (AD) of Washington Headquarters Services (WHS) to participate in a pilot program whereby AD surveys its contractors after the pre-award phase of the acquisition process to obtain their feedback. The information collection requirement is necessary to obtain offerors’ feedback on the pre-award phase of WHS/AD Requests for Proposals (RFPs) greater than \$1M.

The “Rate The Agency” pilot is part of OFPP’s continuous initiative to encourage/facilitate better communications with government contractors. The pilot hopes to open up a new channel of communication between the acquisition workforce and industry counterparts. According to OFPP, many contractors expressed frustration at the lack of communication. It is OFPP’s hope that a “Rate The Agency” survey would give contractors a timely, relevant, and easy way to comment on contracting opportunities while providing agencies a tool for measuring what they do well and where improvement is needed.

2. Use of the Information

The offerors’ answers will help WHS/AD assess performance and identify strengths and weaknesses. The survey is voluntary and the results will not be published or made publicly available. The survey will be provided to all those firms submitting offers in response to specific RFPs greater than \$1M.

3. Use of Information Technology

The PDF version of the survey will be emailed as an attachment to the offerors. The survey can be printed out, completed, scanned in and emailed back to AD. Another option may be the use of fillable PDFs that can be completed electronically, saved, and emailed back. Data will then be entered into an Excel spreadsheet for analysis.

4. Non-duplication

The information is not being collected or readily available anywhere else.

5. Burden on Small Business

There is no burden being placed on small businesses or other small entities.

6. Less Frequent Collection

OMB has asked that DoD be part of this initiative.

7. Paperwork Reduction Act Guidelines

There are no circumstances that require the collection to be conducted in a manner inconsistent with the guidelines delineated in 5 CFR 1320.5(d)(2).

8. Consultation and Public Comments

As required by 5 CFR 1320.8(d), a 60-day notice has been published in the Federal Register: Vol. 79, No. 130, Page 38522. No comments were received.

A 30-day notice has been published in the Federal Register: Vol. 79, No. 191, Page 59479.

DoD's POC at OMB for the Rate the Agency Initiative is Mr. Porter Glock, Office of Federal Procurement Policy (OFPP), Office of Management and Budget, 202.395.3145. [porter\\_o\\_glock@omb.eop.gov](mailto:porter_o_glock@omb.eop.gov)

9. Gifts or Payment

There are no gifts or payments.

10. Confidentiality

The data and any electronic forms will be stored on a DoD Sharepoint website that is CAC-enabled with user restrictions. Any information identifying the company will be removed and only aggregate data will be reported and will be for internal use only. Hard copy forms will be shredded immediately after data entry.

11. Sensitive Questions

The survey asks no questions of a sensitive nature.

12. Respondent Burden, and its Labor Costs

a. It is anticipated that there will be 800 offerors invited to participate in the satisfaction survey. Each response will take approximately 10 minutes for total of 133 respondent burden hours.

b. Labor Cost of Respondent Burden

It is anticipated that senior program managers will be staff who will be completing the survey and expect their hourly rate to be approximately \$80.00. Based on

this hourly rate, the labor cost per respondent comes to approximately \$13.33, and the total annualized cost to the respondents comes to \$10,640.

13. Respondent Costs Other Than Burden Hour Costs

None.

14. Cost to the Federal Government

It is anticipated that it will take approximately 10 minutes to prepare each of the 800 emails that will be sent out to the offerors, and 10 minutes of processing/entering the data of each survey once it is received, for total of 20 minutes per survey or a total of 267 hours (800 \* 20 / 60). At a GS 12, Step 1 (Washington, DC locality) hourly rate of \$36.23, the cost of processing the surveys comes to 267 hours or \$9,673.

The data will be aggregated on a quarterly basis for an effort of 1 hour 4 times a year also at GS 12, Step 1, for a total of \$145.00 ( $\$36.23 * 4$ ). Once the quarterly report has been generated, it is expected that it will be evaluated by as many as 3 members of senior leadership, GS 15, Step 1 (1 hour each at an hourly rate of \$59.89). This cost comes to approximately \$719 ( $\$59.89 * 3 * 4 = \$719$ ).

The total cost to the government is expected to be approximately \$10,537.

15. Reasons for Change in Burden

This is a new collection.

16. Publication of Results

There are no plans to publish the results for statistical or to use the results outside of DoD.

17. Non-Display of OMB Expiration Date

The submission is not requesting approval to omit display of the expiration date of OMB approval.

18. Exceptions to "Certification for Paperwork Reduction Submissions"

The submission is not requesting any exceptions to the PRA.