

**Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 1601-0014)**

**TITLE OF INFORMATION COLLECTION:** Office of Management and Budget (OMB) Acquisition 360 Survey

**PURPOSE:**

The survey is the second annual survey directed and centrally managed by the Office of Management and Budget, Office of Federal Procurement Policy (OFPP). The authority for this collecting this data is provided under the OMB March 18, 2015: *MEMORANDUM FOR CHIEF ACQUISITION OFFICERS & SENIOR PROCUREMENT EXECUTIVES: Acquisition 360 – Improving the Acquisition Process through Timely Feedback from External and Internal Stakeholders*. The survey is intended to obtain information from the three major participants in agency contract actions: the contracting officer, the program office, and vendors who submit proposals or bids in response to agency solicitations. The survey contains 19 questions that are the same of each of the three participants and address satisfaction with the requirements development process, solicitation phase and award execution and debriefings. Results of the survey are provided to each agency for their analysis and introduction of systemic improvement initiatives for target survey areas. Results are also shared across agencies for identification and sharing of best practices and innovative procurement techniques that were the basis for favorable respondent ratings. The survey will be administered using the SurveyMonkey web-based tool and the results will be tabulated and analyzed in the DHS Procurement Enterprise Reporting Application, our SharePoint based data analytics tool and repository.

**DESCRIPTION OF RESPONDENTS:**

Acquisition 360 surveys three groups for each identified contract award. Two of the groups are government personnel – the contracting officer responsible for the award and the program office (program manager or customer official responsible for the requirement. The third is the individual/official representing the vendor who submitted a proposal/bid related to the resultant contract.

**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: Tim Shaughnessy, Technical Advisor, OCPO, (202) 447-0908

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

**Personally Identifiable Information:**

1. Is personally identifiable information (PII) collected? [ ] Yes [X] No
2. If Yes, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [ ] Yes [ ] No
3. If Applicable, has a System or Records Notice been published? [ ] Yes [ X ] No

**Gifts or Payments:**

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [ ] Yes [ X ] No

**BURDEN HOURS**

Category of Respondent	No. of Respondents	Participation Time	Burden
Private Sector  Note – this estimate assumes 100% response rate. However, we expect to realize a 40% response rate on survey	162 65 contracts x 2.5 avg. vendors per contract	10 mins	27 hours
<b>Totals</b>	<b>162</b>	10 mins	<b>27</b>

**FEDERAL COST:** The estimated annual cost to the Federal government is **\$5,586**

**Detail of Burden Hours Calculation:**

Category of Respondents: Federal Government

Estimated Number of Respondents: 130 (65 contracts with a respondent from both the contracting office and program office)

Participation Time: 10 minutes to complete the survey  
60 hours of survey administration and results analysis  
(40 hours for a GS-13, 20 hours for a GS-14)

Burden: 130 responses x 10 minutes per survey = 1300 minutes or 21.66 hours  
60 hours of survey administration and results analysis

Average hourly rate for an employee: \$62.42 (GS-13) and \$74.16 (GS-14)

Total Estimated Federal Cost: 21.66 hours x \$74.16 per hour = \$1,606  
60 hours (40 hours x \$62.42 = \$2,497 and 20 hours x  
\$74.16 = \$1,483) = \$3,980

**Total - \$1,606 + \$3,980 = \$5,586**

Note: Analysis and follow-up actions on Acquisition 360 results will be performed by DHS analysts and specialists as a part of their current performance duties

**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?  
[X ] 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?

DHS OPCO performed a preliminary analysis of contract spend over the past twelve months and applied the following parameters to each of our Component Contracting Offices:

- Number of surveys per Component determined by percentage of DHS total contract spend
- Minimum number of surveys per Component set to 2
- Number per spend category determined by percent of new awards falling in each category
- Category definitions from Category Management Leadership Council (CMLC)

The intended categories targeted for survey are:

- IT – 22
- Professional Services – 8
- Facilities & Construction – 7
- Office Management – 6
- Security and Protection – 6
- Industrial Products and Services – 4
- Sustainment S&E – 2
- Equipment Related Services – 2
- Human Capital – 2
- Clothing, Textiles & Subsistence S&E – 2
- Research and Development – 2

- Travel & Lodging – 1
- Weapons and Ammunition – 1

The following categories are currently not intended to be surveyed:

- Transportation & logistics Services
- Miscellaneous S&E
- Medical
- Electronic & Communication Services
- Electronic & Communication Equipment
- Aircraft, Ships/Submarines & Land Vehicles

**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.**

**Instructions for completing Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback”**

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**TITLE OF INFORMATION COLLECTION:** Provide the name of the collection that is the subject of the request. (e.g. Comment card for soliciting feedback on xxxx)

**PURPOSE:** Provide a brief description of the purpose of this collection and how it will be used. If this is part of a larger study or effort, please include this in your explanation.

**DESCRIPTION OF RESPONDENTS:** Provide a brief description of the targeted group or groups for this collection of information. These groups must have experience with the program.

**TYPE OF COLLECTION:** Check one box. If you are requesting approval of other instruments under the generic, you must complete a form for each instrument.

**CERTIFICATION:** Please read the certification carefully. If you incorrectly certify, the collection will be returned as improperly submitted or it will be disapproved.

**Personally Identifiable Information:** Provide answers to the questions.

**Gifts or Payments:** If you answer yes to the question, please describe the incentive and provide a justification for the amount.

**BURDEN HOURS:**

**Category of Respondents:** Identify who you expect the respondents to be in terms of the following categories: (1) Individuals or Households;(2) Private Sector; (3) State, local, or tribal governments; or (4) Federal Government. Only one type of respondent can be selected.

**No. of Respondents:** Provide an estimate of the Number of respondents.

**Participation Time:** Provide an estimate of the amount of time required for a respondent to participate (e.g. fill out a survey or participate in a focus group)

**Burden:** Provide the Annual burden hours: Multiply the Number of responses and the participation time and divide by 60.

**FEDERAL COST:** Provide an estimate of the annual cost to the Federal government.

**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.** Please provide a description of how you plan to identify your potential group of respondents and how you will select them. If the answer is yes, to the first question, you may provide the sampling plan in an attachment.

**Administration of the Instrument:** Identify how the information will be collected. More than one box may be checked. Indicate whether there will be interviewers (e.g. for surveys) or facilitators (e.g., for focus groups) used.

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