

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 3090-0297) (Req-2)

TITLE OF INFORMATION COLLECTION: Multiple Award Schedules (MAS) Modification Process Improvement Questionnaire

PURPOSE: This questionnaire is part of the GSA Administrator’s Making It Easier (MIE) initiative to assist industry partners with a better working relationship with GSA. The questionnaire solicits feedback from industry partners on potentially complicated areas of the modifications process. The information will be used as part of the MIE team’s market research on improving the timely processing of contract modifications.

DESCRIPTION OF RESPONDENTS: Multiple Award Schedules Industry Partners

TYPE OF COLLECTION: (Check one)

- | | |
|---|---|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (<i>e.g.</i> , Website or Software) | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input checked="" type="checkbox"/> Other: <u>Questionnaire</u> |

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: E. Montrez Nicholson; Phone: 571-970-7269.

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

If PII is collected, please provide a brief statement regarding why PII is necessary, how it will be stored and for how long, and how it will be destroyed once the collection is over.

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
MAS Industry Partners, i.e., All contractors that are currently under the MAS program	3000	10 minutes or .17 hours	
Totals		[minutes or hours]	510 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$1,200.

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?

MAS Industry Partners are identified and captured through a web based system called Interact. GSA Interact is an open, collaborative community where users can engage and discuss their views on a variety of trending topics.

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

The questionnaire will be distributed via social media. MAS will send out a link to the questionnaire using the GSA Blog System (known as [Interact](#)). As all MAS industry partners have access to this system, the link will be available to the community of industry partner.

The questionnaire itself will be a Google form. Through the form, MAS will collect responses and run basic analyses once the responses have been submitted.

2. Will interviewers or facilitators be used? Yes No.