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

(Req-4)



### TITLE OF INFORMATION COLLECTION: GSA General Supplies and Services - Acquisition Operations (GSS AO) [Program](http://www.gsa.gov/itsabout) Supplier Relationship Management Survey

**PURPOSE:** To assess and collect data around Federal Acquisition Service (FAS) supplier satisfaction. GSA will use the data to streamline operations and improve suppliers’ interactions with GSA.

**DESCRIPTION OF RESPONDENTS**: GSA GSS AO vendors

**TYPE OF COLLECTION:** (Check one)

[ ] Customer Comment Card/Complaint Form [X] Customer Satisfaction Survey

[ ] Usability Testing (*e.g.*, Website or Software) [ ] Small Discussion Group

[ ] Focus Group [ ] 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.

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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, will any information that is collected be included in records that are subject to the Privacy Act of 1974? [ ] Yes [X] No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? [ ] Yes [X] 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.**

N/A

**Gifts or Payments:**

N/A

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 (GSA GSS AO vendors) | 1,549 | 6 minutes (.1hours) | 154. 9 hrs |
|  |  |  |  |
| **Totals** |  | [minutes or hours] | 154.9 hrs |

**FEDERAL COST:** The estimated annual cost to the Federal government is [$17,007](https://docs.google.com/a/gsa.gov/spreadsheets/d/1K-UhwT9HEdFSNMKPyDJBRfzfVXZmGqinl2Ovoa_WwDE/edit?usp=sharing).

**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?

The customer list is comprised of contacts within the GSS AO vendor community that have conducted business with GSA over the last twelve months.

**Administration of the Instrument**

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

[X] Web-based or other forms of Social Media - Survey will be distributed via email. *Survey includes 5 general demographic questions about the contract size.*

[ ] Telephone

[ ] In-person

[ ] Mail

[ ] Other, Explain

1. Will interviewers or facilitators be used? [ ] Yes [X] No

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