

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

(Req-26)

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**TITLE OF INFORMATION COLLECTION:** GSA / FAS Supplier Pulse Survey

**PURPOSE:** GSA is embarking on a multi-year initiative to deliver a fully-reimagined, end-to-end experience that facilitates better, faster, mission-driven acquisitions across government. Supplier responses to the survey questions will help us design this new buying experience.

**DESCRIPTION OF RESPONDENTS:** GSA Suppliers

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

- Customer Comment Card/Complaint Form     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.

**Name:** Natasha Sheehan, 571-428-9455

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: SORN CIO-3  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.**

Respondents can opt-in to provide their email address and be contacted about their survey response and/or participate in future focus group activities. If the supplier does not provide their email address, no PII is collected. No other PII is collected or solicited. The respondents' email

address is voluntarily provided and will only be used to follow-up regarding their interest in participating in future focus groups, user testing, and other feedback opportunities.

**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 (GSA Current and Prospective Suppliers)	3,002	5 minutes	(3,002*5)/60 = 250.17
<b>Totals</b>	3,002	5 minutes	250 hours

**FEDERAL COST:** The estimated annual cost to the Federal government is \$111.07

**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?

Links to the survey will be posted on four GSA Interact channels and in the quarterly Multiple Award Schedules newsletter.

**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.**