

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

Req-31

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**TITLE OF INFORMATION COLLECTION: Postaward Feedback Industry Satisfaction Survey**

**PURPOSE:** To collect feedback on GSA postaward communication i.e. debriefing and explanation processes as perceived by GSA’s industry partners. This survey will look at industry’s perception of GSA’s current postaward process as well as the piloted new process called the IN-Depth Feedback Through Open Reporting Methods or INFORM.

**DESCRIPTION OF RESPONDENTS:** Respondents are private sector companies participating in the INFORM Pilot program. These companies have proposed solutions to selected solicitations in Fiscal Year 2019 for projects in both Public Building Service (PBS) and Federal Acquisition Service (FAS). Half of the respondents will consist of participants in procurements under the INFORM Pilot process (test group), and half will be participants in procurements under the current process (control group).

**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.

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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  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
Private Sector Control Group	60	4 minutes	4 Hours
Private Sector Test Group	60	4 minutes	4 hours
<b>Totals</b>	120		8 Hours

**FEDERAL COST:** The estimated annual cost to the Federal government is \$44.40

**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?

The potential respondents will be private sector companies that submit proposals under selected procurements. The Senior Procurement Executive requested that the heads of contracting activity select procurements that meet certain criteria in order to examine the customer response to the INFORM Pilot program. The control group and test group projects are similar in size, scope, complexity, and dollar value; however, the respondents in the control group will participate in the current post award communications strategy, and those in the test groups will be part of the INFORM pilot program, which provides additional postaward communications strategies. We estimate about 60 companies will respond to the survey from each group, totaling 120 companies.

**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 [X] No

GSA will send a survey request email to potential respondents with a link to the Qualtrics survey platform within one week after the respondent has completed post award communication process. In the email, the respondent will be asked to fill out the survey, informed of the approximate time expected to complete the survey, and provided a link to the survey. Respondents will answer anonymously. Collection of answers will be recorded in the Qualtrics platform.

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