

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

(Req-36)

TITLE OF INFORMATION COLLECTION: Professional Services Category

PURPOSE: The Professional Services Category (PSC) team is looking to determine availability, interest and triggering events for future discussions with industry on the subject of category management.

DESCRIPTION OF RESPONDENTS: Suppliers that do business with the Federal government, especially those on GSA Schedules and multiple award contract (MAC) indefinite delivery indefinite quantity (IDIQ) vehicles like One Acquisition Solution for Integrated Services ([OASIS](#)) and Human Capital and Training Solutions ([HCaTS](#)).

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input 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 checked="" type="checkbox"/> Other: <u>Survey</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.

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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

SORN: GSA/CIO-3

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 [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Private Industry	35	2 minutes	1.17 hours
Totals	35	2 minutes	1.17 hours

FEDERAL COST: The estimated annual cost to the Federal government is \$0.37 per survey completed and with an intended total number of responses at 35, this survey should cost the federal government \$12.95.

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 universe of potential respondents includes all suppliers on the Professional Services Schedule and OASIS IDIQs that have participated in past category management round table discussions with Professional Services Category leadership. The survey will be issued via email to a pool of no more than 35 potential respondents. Respondents will log into the survey through their email address. Respondents will be limited to the first 35 that participate.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
[X] Web-based or other forms of Social Media
[] Telephone
[] In-person
[] Mail
[] Other, Explain
2. Will interviewers or facilitators be used? [] Yes [X] No