

**Request for Approval under the “Generic Clearance for the Collection of  
Routine Customer Feedback”  
OMB Control No. 1557-0248**

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**TITLE OF INFORMATION COLLECTION:**

Offices of Minority and Women Inclusion (OMWI)s<sup>1</sup> Technical Assistance Event “Smart Contacts – Smart Contracts.”

**PURPOSE:**

The purpose of the data collection is to assess the effectiveness of the OMWIs technical assistance event. Pursuant to the Dodd-Frank Wall Street Reform and Consumer Protection Act (12 USC 5452), the OMWIs are required to develop standards for coordinating technical assistance to minority- and women-owned businesses. This collection of information will seek routine customer feedback about the OMWIs’ technical assistance efforts.

The customer feedback survey will be conducted approximately one-week after the participants attend an OMWI technical assistance event.

**DESCRIPTION OF RESPONDENTS:**

Businesses will attend an 8 hour technical assistance event to learn about: (1) doing business with the OMWI agencies; (2) using competitive intelligence to conduct business with the federal government; (3) writing federal proposal; and (4) making smart use organizations that assist with business development. This event is intended to provide technical assistance for small businesses and women- and minority-owned businesses interested in beginning or increasing their contract opportunities with the federal government.

There will be approximately 300 businesses attending (mostly small business and/or minority- and women-owned businesses) who responded to a Federal Business Opportunities posting and other marketing efforts. All businesses that attend will receive the voluntary customer feedback request.

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

Customer Comment Card/Complaint Form  
 Usability Testing (e.g., Website or Software)  
 Focus Group

Customer Satisfaction Survey  
 Small Discussion 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.

<sup>1</sup> The 8 OMWIs are: Board of Governors of the Federal Reserve System; Bureau of Consumer Financial Protection; Federal Deposit Insurance Corporation; Federal Housing Finance Agency; National Credit Union Administration; Office of the Comptroller of the Currency; U.S. Securities and Exchange Commission; and U.S. Department of the Treasury.

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: **Madelynn Orr**

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, is the information that will be collected included in records that are subject to the Privacy Act of 1974? [ ] Yes [ ] No
3. If Applicable, has a System or Records Notice been published? [ ] Yes [ ] No

**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 Sector - Businesses (Vendors)	300	.1	30

**FEDERAL COST:** The estimated annual cost to the Federal government is zero.

**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 sample will be all of the e-mail addresses (all 300) that were provided when the attendees registered for the event.

**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 (e-mail)

2. Will interviewers or facilitators be used?  Yes  No

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

Attached: Survey