

Mini Supporting Statement A

Evaluation of Office of Acquisitions System (OASYS) and FFRDC Contract Administration System (FCAS) Vendor Portals (NCI)

OMB# 0925-0046,

Expiration Date: 11/30/2022

A Generic Submission for Formative Research,
Pretesting, and Customer Satisfaction of
NCI's Communication and Education Resources (NCI)

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List of Attachments

Attachment 1: OASYS Online Survey

Attachment 2: FCAS Online Survey

Attachment 3: Email Invitation

Attachment 4: OASYS Vendor Portal Registration

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Mini Supporting Statement A

A.1 Circumstances Making the Collection of Information Necessary

Section 412 of the Public Health Service Act (42 USC § 285a-1) authorizes the National Cancer Institute (NCI) to establish and support programs for the detection, diagnosis, prevention and treatment of cancer; and to collect, identify, analyze and disseminate information on cancer research, diagnosis, prevention and treatment.

The National Cancer Institute (NCI) Office of Acquisitions (OA), located within the Office of the Director (OD) in the Office of Management (OM) at the National Cancer Institute (NCI), awards and administers contracts and simplified acquisitions in support of the Institute's mission to prevent, diagnose and treat cancer. During the acquisition process, the OA ensures that customer service is paramount, and communications are open and continuous. Currently requests and correspondence are sent to and received from vendors through email. To streamline processes, increase transparency and gain efficiencies, the OA is developing OASYS and FCAS vendor portals to replace processes currently handled through email to individual OA recipients. The vendor portals will serve as a one-stop shop for transmission of requests, reports, deliverables and other correspondence due on numerous research and development and in support of R&D contracts. These reports and deliverables cover a wide variety of topics in the areas of cancer research including prevention, detection, diagnosis, and control.

This request is to pilot test the OASYS and FCAS vendor portals by (1) obtaining the required information from the vendors at time of vendor portal registration (2) during submission of requests and correspondence, and (3) in a voluntary online survey. Initial collection of information will be at time of vendor firm registration and will be required to establish the vendor profile that will establish and allow access to the vendor portal account. Vendors will be invited to set up the vendor account by NCI OA staff, through a link sent by email to the authorized business official at the vendor's firm. There is sensitive and proprietary data included in some of the documents that will be submitted by vendors and contractors through the vendor portals. Subsequent collection of information will be in the course of populating various data fields when submitting requests and uploading correspondence. Finally, voluntary feedback will be sought from vendor users when they utilize the system to respond to negotiations, submit documentation, make requests of OA and/or receive requests from OA within the vendor portals. We are asking that the pilot be active through 10/31/2021 to accommodate a delayed go live date and a planned phased roll out to the approximate 400 active vendor companies that currently have contracts with NCI OA. Upon completion of the pilot, program will be submitting a full submission to OMB for approval.

The voluntary surveys will evaluate vendor user's satisfaction with the accessibility and usefulness of the vendor portals which will help the government assess the utility of the vendor portals, improve design and functionality, and identify strategies for improving user-friendliness of the site. The evaluation fits under the scope of NCI's Generic Submission for Formative Research, Pretesting and Customer Satisfaction, OMB# (0925-0046) Expiration Date 9/30/2019 (Generic SSA).

A.2 Purpose and Use of the Information Collection

There are three purposes for the collection of information from the vendor users.

The purpose of information collection in the web surveys, one for OASYS vendor portal and one for FCAS vendor portal, (after vendor firm accounts are established) is to obtain individual vendor user feedback on the design, functionality, utility and user-friendliness of the vendor portals (Attachments 1 and 2). NCI OA will use the information to assess and evaluate if system changes and improvements are necessary to increase user-friendliness and reduce burden on vendor users. The survey data will be used to consider modifications to the content and/or appearance of the portal and navigation within the sections of the portal as well as to identify any additional information or features that may be appropriate to add.

The anticipated positive aspects of this data collection include:

- Collecting data from the vendor portal users will enable NCI OA to better understand how vendor users experience of the site and to further improve the design and navigation in response to their needs.
- User data will inform the development of new targeted website features or development of additional targeted products within the vendor portals.
- User data will identify whether expanding the vendor portals to include additional features or functionality needs to be discussed.

The negative consequences of not periodically collecting user data include:

- We will not be able to adapt the vendor portals to the vendor users' needs.
- We will not be able to assess what improvements or new features are most desirable.
- We will not be able to assess whether information in the vendor portals user guides are appropriate.
- We will not be able to understand how to better engage users and maintain vendor user satisfaction.

The purpose of and anticipated benefit of collection of information at registration (Attachments 4 and 5) is to ensure that unique profiles are created for each vendor firm account, to provide for access security, and to protect against unauthorized access to sensitive information including proprietary information. This will ensure that documentation and information can only be submitted by and is only accessible to those vendor users authorized and with appropriate permissions. The information collected at vendor portal registration will be stored in the system and it will be used by NCI OA for negotiations and day to day contract administration. The personal information the vendor inputs will be specific to the company (e.g. company name, company address, company phone number). The vendor firm administrator user role will be required to enter their first and last name and title.

The purpose of and anticipated benefit of collection of information in the various data fields (Attachments 6 and 7) is to ensure requests and correspondence submitted are categorized and stored properly in the system so that the OA and program staff are alerted to pending actions in their queues. Vendor users with permissions to access the account will interact with OA during the pre-award phase and if awarded a contract, during the post-award phase. In the pre-award phase, vendors will enter data fields and upload documentation, including initial task order proposals, Blanket Purchase Agreement (BPA) Call quotes, proposal revisions quotes, final responses to negotiation questions, to ask questions, as well as receive notifications from NCI Office of Acquisitions. Vendors that are awarded a contract will enter information in data fields and upload documentation including but not

limited to correspondence submissions such as invoices, reports, requests for information, Contracting Officer's Authorizations (COAs), modifications, and submission of contractually required notifications. Vendor users will also be in receipt of requests from NCI OA through the system.

A.3 Use of Information Technology to Reduce Burden

Online web surveys within the vendor portals will provide ease of response by the vendor users. The opportunity to provide feedback will be available on in the vendor portal after login. A feedback box will be included on the left navigation pane so that wherever the vendor user is in the vendor portal site, they will be able to provide feedback immediately from the screen that they are working in. Additionally, feedback submitted will be immediately available to NCI OA. The survey will initiate for those that select the feedback box. All responses will be submitted electronically.

The OASYS and FCAS Vendor Portals will assist with streamlining processes and save time by gaining efficiencies. The Vendor Portals will:

- a. Provide the capability for vendors to submit requests, documents and information through the Vendor Portal to OASYS and FCAS.
- b. Provide the capability for NCI OA staff to transmit documents and information including notifications and requests to vendors through the Vendor Portal.

The OASYS/FCAS Vendor Portal will use technology to collect information from vendors. Vendors that do not have existing vendor portal accounts with whom NCI OA wish to negotiate based upon evaluation of their proposal, will be invited by NCI OA by email (Attachment 3), to set up a vendor profile. This will allow the authorized vendor users to access to the subject solicitation to view and respond to the request for revised proposal, and or negotiation questions.

Information technology will only be used to store data and exchange data between vendors and the NCI Office of Acquisitions. Once vendors have set up their vendor firm portal, authorized vendor users will be able to receive email alerts and in-system notifications pushed to them by NCI OA. Vendor users will be able to submit correspondence to the OASYS/FCAS vendor portals only if initiated through the pre-award and/or post award phases. All correspondence with vendor users will occur within the vendor portals and will facilitate opportunity for improved response time by the NCI OA staff to send and answer requests. Vendors that submit correspondence will populate information fields that will categorize correspondence and requests and NCI OA and NCI Program staff will receive system notifications that the information and documentation are available for action. Documents submitted by the vendors will be automatically saved in the OASYS/FCAS Internal Document Repository in the respective sections based upon information entered into the data fields. All documents will be stored within the cloud. These processes will facilitate prompt notification, action and transparency, even when NCI OA or program staff are out of the office. All emails received by vendors are automated and will include a link to where action can be taken on a correspondence.

The vendor portals will be additional services of existing internal systems, OASYS/FCAS. The vendor portals are in the design and development phase. While there is currently a Privacy Impact Assessment (PIA) in place for the internal OASYS/FCAS Systems the NCI Privacy Act Coordinator was consulted and determined that the Privacy Impact Assessment (PIA) will need to be updated to address changes in information types and privacy act information specific to the addition of vendor portals (Attachment 8).

A.4 Efforts to Identify Duplication

The information that a vendor enters will be unique to the OASYS and FCAS Vendor Portals. Once a vendor user creates a vendor firm's profile with an associated unique identifier (i.e. Dun & Bradstreet Number (DUNS), General Service Administration's (GSA's) Unique Entity Identifier (UEI)), the vendor's account will be stored in the OASYS/FCAS system indefinitely. The vendor firm's portal administrator will have the ability to update the account when indicated (e.g. with new phone number, update to address) and to add additional authorized vendor users. When a new vendor user attempts to create an account using the same unique identifier, the system will hinder the user from creating the new profile and will notify the user to contact their vendor portal account administrator(s) to request access.

Vendor users will enter information into data fields for each unique request they submit and each unique correspondence (document) that they upload. This will allow for automatic categorization and notifications for each request and document.

The web survey will be available for vendor users to provide voluntary feedback whenever they chose once they are in the vendor portal.

A.5 Impact on Small Businesses or Other Small Entities

This information collection will have no impact on small businesses or other small entities.

A.6 Consequences of Collecting the Information Less Frequently

The Vendor Portal Registration information will only be collected at the time the vendor activity begins in the portal. The vendor will then be able to update information with the exception of the unique identifier (e.g. DUNS, GSA's UEI). The data field information collected will be one time per vendor request and/or vendor upload of correspondence document(s). The survey feedback is voluntary and may be submitted based upon vendor choice.

A.7 Special Circumstances Relating to the Guidelines of 5 CFR 1320.5

This survey will be implemented in a manner that fully complies with 5 C.F.R. 1320.5.

A.8 Comments in Response to the Federal Register Notice and Efforts to Consult Outside Agency

N/A

A.9 Explanation of Any Payment of Gift to Respondents

No payments or gifts will be given to respondents.

A.10 Assurance of Confidentiality Provided to Respondents

All information will be kept private to the extent allowable by law.

The following Personally Identifiable Information (PII) will be collected to establish the vendor profile so that vendor users that are authorized can have access to their specific vendor firm’s account:

- First Name of Business Official
- Last Name of Business Official
- Business Official’s title at the firm
- Email address of the business official at the firm
- Firm/company name
- Firm/company mailing address
- Firm/company phone number
- Firm DUNS number

This information will be stored within the internal OASYS/FCAS system and will only be accessible by authorized users.

The Privacy Act is applicable as determined by the NIH Privacy Officer in the Privacy Act Memo (Attachment 9). The applicable SORN is NIH Privacy Act Systems of Record 09-25-0216 Administration: NIH Electronic Discovery and 09-25-0118 Contracts: Professional Services Contractors, HHS/NIH/NCI.

A.11 Justification for Sensitive Questions

No sensitive questions will be asked.

A.12 Estimates of Hour Burden Including Annualized Hourly Costs

The total annual number of respondents is estimated at 3,538, with a total annual burden of 12,120 hours (Table A.12-1).

A.12-1 Estimated Annualized Burden Hours

Form Name	Type of Respondent	Number of Respondents	Number of Responses per Respondent	Average Time Per Response (in hours)	Total Annual Burden Hours
Registration - OASYS	Corporations	400	1	8/60	53
Registration - FCAS	Corporations	400	1	8/60	53
Survey - OASYS	Individuals	120	1	6/60	12
Survey - FCAS	Individuals	120	1	6/60	12
Data Field Information - OASYS	Individuals	1,249	48	6/60	5,995
Data Field Information - FCAS	Individuals	1,249	48	6/60	5,995
Totals		3,538	120,944		12,120

A.12-2 Annualized Cost to the Respondents

Type of Respondents	Total Annual Burden Hours	Hourly Wage Rate*	Respondent Cost
Corporations - Registration	106	\$36.98	\$3,919.88
Individuals-Survey	24	\$36.98	\$887.52
Individuals -Data Field Information	11,990	\$36.98	\$443,390.20
Totals	12,120		\$448,197.60

*Source of the Hourly Wage Rate is provided by the Bureau of Labor Statistics, <https://www.bls.gov/oes/current/oes130000.htm> https://www.bls.gov/oes/current/oes_stru.htm#00-0000. Business and Financial Operations Occupations – Mean hourly wage \$36.98

A.13 Estimate of Other Total Annual Cost Burden to Respondents or Record Keepers

There are no additional costs to report.

A.14 Annualized Cost to the Federal Government

The annual cost to the Federal Government is estimated to be \$188,581.50 (Table A.14.1). The federal personnel are responsible for the review of data collected via the application mechanisms. The contractor tasks include the design and implementation of the systems and maintenance of the active systems.

A.14-1 Annualized Cost to the Federal Government

Staff	Grade/Step	Salary**	% of Effort	Fringe (if applicable)	Total Cost to Gov't
Federal Oversight					
Support Assistant	9/2	\$59,426	40%		\$23,770.40
Contract Specialist	13/5	\$112,393	30%		\$33,717.90
Contract Specialist Lead	14/5	\$132,818	10%		\$13,281.80
Branch Chief	15/5	\$156,228	5%		\$7,811.40
Contractor Cost					\$110,000.00
Travel					\$0
Other Cost					\$0
Total					\$188,581.50

**The salary in the table above is cited from <https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/pdf/2019/DCB.pdf>

A.15 Explanation for Program Changes or Adjustments

N/A

A.16 Plans for Tabulation and Publication and Project Time Schedule

The information collected will not be published. Plan is to begin the online survey at time of vendor portal go live which is currently planned for February 2020, and will continue indefinitely. Contractor firm's that have current contracts with NCI OA at the time of go live will be invited to set up vendor profiles. Additional vendor firm's will be invited as they are invited to submit revised proposals in response to solicitations and/or at the time of new contract award. Therefore, there will be new vendor users accessing the vendor portals over time. Data will be analyzed using simple descriptive statistics. Reports will be run on a quarterly basis and used by internal NCI OA staff to determine to evaluate if changes need to be made to the vendor portals.

Information collected to set up vendor portals will be used by internal NCI OA staff to respond to internal data calls where indicated. Information collected when vendors are submitting requests or correspondence to the vendor portals will be used for day-to-day contract administration.

A.17 Reason(s) Display of OMB Expiration Date is Inappropriate

We are not requesting an exemption to the display of the OMB Expiration date.

A.18 Exceptions to Certification for Paperwork Reduction Act Submissions

There are no exceptions to the Certification for Paperwork Reduction Act Submissions.