

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

(Req-6)

TITLE OF INFORMATION COLLECTION: PSC Supplier Relationship Management Transactional Survey

PURPOSE: The Professional Services Categories (PSC) team is surveying suppliers and their relationship with COs in the areas of communications practices, performance based acquisition (PBA) implementation and level of collaboration. The results are meant to provide ongoing feedback about what to focus on and how to improve strategic and tactical supplier relationship management practices.

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

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 (Targeted) 5 bi-monthly webinars, starting Jan 2020 6 semiannual round tables	150/webinar: (5*150 = 750) 25/round table: (6*25 = 150)		
Private Industry Respondents (15% of targeted respondents)	900 targeted: (900*0.15) = 135	2 minutes	4.5 hours
Totals	135	2 minutes	4.5 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 135, this survey should cost the federal government \$49.95.

Previous outreach received a similar response rate.

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 [X] 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 respondents are private sector suppliers that are on GSA contracts within the professional services category who are attending the PSC events and webinars.

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