

Request for Approval under the “Fast Track Generic Clearance for the Collection of Routine Customer Feedback” (OMB Control Number: 0704-0553)

TITLE OF INFORMATION COLLECTION: 2020 DLA Supplier Satisfaction Survey

PURPOSE:

Under Contract SP4705-20-F-0037, Industrial Capabilities Program Support Services (Warstopper Program, J74), SHEPRA Inc. was awarded a commissioned study to conduct a supplier feedback metric and supporting supplier survey that facilitates the Defense Logistics Agency (DLA) leadership’s understanding of supplier perceptions of conducting business with DLA. DLA Instruction 5000.02 – Supplier Engagement Strategy issued in April 2017 established guidance for supplier engagement. The need to establish regular industry discussions to identify what issues industry faces when doing business with DLA and what drives industry decision-making process when not doing business with DLA are outlined in the procedures. Furthermore, DLA published an Industry Engagement Plan that focuses on building stronger industry partnerships. The third focus area, Supplier Feedback Management and Advocacy, places emphasis on capturing feedback and using that feedback to drive internal change. This aligns with National Defense Strategy. These policies and plans allow for the collection of information. Respondents are invited to complete the survey in an invitation memo email.

DESCRIPTION OF RESPONDENTS:

Respondents will be drawn from the population of suppliers who have a Data Universal Numbering System (DUNS) code and have done business with DLA in the last 3 years. Respondents will be limited to only those vendors who have more than \$50,000 in DLA business.

TYPE OF COLLECTION: (Check one)

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

Name: Timothy Stark, DLA Industry Engagement

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 Submission is voluntary on the part of the respondent.
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? Yes No

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
Businesses or other for-profits	3,200	.25 hours	800 hours
Totals	3,200	.25 hours	800 hours

PUBLIC COST: The estimated annual cost to the public is \$40,000 based on an estimated respondent wage of \$50 per hour.

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 universe of respondents was derived from publicly available federal contract data in FPDS-NG to identify unique organizations based on the listed nine-digit DUNS number (Data Universal Numbering System) from Dun & Bradstreet (D&B). A response rate of 40% was estimated based the 2018 DLA supplier survey conducted by SHEPRA, Inc. on behalf of DLA. A population size of 12,000 contractors is the basis for the initial list. From this list, we apply a filter to keep only those contractors who have more than \$50,000 of business with DLA. This winnows the total respondent list to just over 8,000. This list of 8,000 vendors will be included in outreach efforts to target 3,200 completed responses, based on a 40% response rate.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media (SurveyMonkey with pay for service agreement)
 - Telephone
 - In-person
 - Mail
 - Other, Explain

2. Will interviewers or facilitators be used? [] Yes [X] No