

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

Req-10

TITLE OF INFORMATION COLLECTION: INFORM 2.0 Industry Satisfaction Survey

PURPOSE: To collect feedback on the INFORM 2.0 initiative to assist GSA with developing a permanent policy for improving its post award relationship with Industry.

DESCRIPTION OF RESPONDENTS: Respondents are private sector companies participating in the INFORM 2.0 program. These companies have proposed solutions to selected solicitations in FY 2020-21 for projects in both Public Buildings Service (PBS), Office of Administrative Services (OAS) and Federal Acquisition Service (FAS).

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 (<i>e.g.</i> , 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.

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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 Sector	888	2 minutes	30 Hours
Totals			30 Hours

FEDERAL COST: The estimated annual cost to the Federal government is \$45.44. The number of respondents is calculated using historical data projections based on 2019 Federal Procurement Data System-Next Generation data. The Office of Governmentwide Policy anticipates 296 procurements times an average of 3 offers or 888. The survey will take 1,776 (888 x 2) minutes to complete or 30 hours rounded (1,776 /60) total.

The use of an automated survey system “Qualtrics) which generates reports for analysis, the estimated annual cost to the Federal government is \$45.44 per hour (GS 12, Step 5) x1 hour for downloading and analyzing reports from Qualtrics or \$45.44.

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?

Potential customers for the INFORM 2.0 procedures are those companies who have projects that met the following criteria and have not been excluded or exempted from the process:

Procurements with a total estimated contract value (including options) at or above \$10M

- Public Buildings Service (PBS)
- Office of Administrative Services (OAS)
- Federal Acquisition Services (FAS) Assisted Acquisition Services (AAS) Department for Defense (DoD) actions

Procurements with a total estimated contract value (including options) at or above \$100M

- FAS procurements for non-DoD actions

INFORM 2.0 procedures do not apply to GSA lease acquisitions.

INFORM 2.0 Exclusions.

The following procurements are not required to participate the INFORM 2.0 process:

- Multiple award contracts with ten (10) or more awards expected, including but not limited to, the Federal Supply Schedules (FSS), One Acquisition Solution for Integrated Services (OASIS), and the City Pairs Program (CPP). This exclusion does not extend to orders placed against these contracts.
- Awards evaluated on a lowest price technically acceptable (LPTA) basis.
- Emergency acquisitions conducted under the procedures outlined in FAR 18.

INFORM 2.0 Exemptions.

Heads of Contracting Activity (HCAs) in FAS, PBS, and OAS may exempt procurements that they deem are not appropriate to implement using the INFORM 2.0 process.

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

2. Will interviewers or facilitators be used? Yes No

GSA will send a link to the Qualtrics survey platform via notification of decision statement at or by five days after award of the procurement action to potential respondents with a link to the Qualtrics survey platform. In the notification of decision statement, the respondent will be asked to fill out the survey, informed of the approximate time expected to complete the survey, and be provided a link to the survey which the respondent will answer anonymously. Collection of answers will be recorded in the Qualtrics platform.

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