

**Request for Approval under the “Fast Track Generic Clearance for the
Collection of Qualitative Feedback on Agency Service Delivery”
(OMB Control Number: 0704-0553)**

TITLE OF INFORMATION COLLECTION: DLA Supplier Satisfaction Survey

PURPOSE:

The Defense Logistics Agency (DLA) Supplier Satisfaction Survey is used to facilitate leadership’s understanding of supplier perceptions of conducting business with DLA. DLA Instruction 5000.02 “Supplier Engagement Strategy” issued in April 2017 established the need for regular industry discussions to identify what issues industry faces and what drives industry decision-making processes when doing and not doing business with DLA. This survey also aligns with the DLA Industry Engagement Plan that focuses on building stronger industry partnerships. Lastly, Supplier Feedback Management and Advocacy places emphasis on capturing feedback and using that feedback to drive internal change which aligns with National Defense Strategy.

DESCRIPTION OF RESPONDENTS:

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

TYPE OF COLLECTION: (Check one)

☐ Customer Comment Card/Complaint Form	☒ Customer Satisfaction Survey
☐ Usability Testing (e.g., Website or Software)	☐ Small Discussion Group
☐ Focus 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.
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	8,000	.25 hours	2,000 hours
Totals	8,000	.25 hours	2,000 hours

PUBLIC COST: The estimated annual cost to the public is \$100,000 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

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.

Invitations to complete this survey are emailed to the selected respondents.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
☒ Web-based or other forms of Social Media (Survey Monkey with pay for service agreement)
☐ Telephone
☐ In-person
☐ Mail
☐ Other, Explain
2. Will interviewers or facilitators be used? ☐ Yes ☒ No