

**Request for Approval under the “Generic Clearance for the Collection of
Qualitative Feedback on Agency Service Delivery”
(OMB Control Number: 0704-0420)**

TITLE OF INFORMATION COLLECTION:

Southeast Regional Maintenance Center’s (SERMC) Contracting / C400 Comment Card

PURPOSE:

SERMC’s contracting will solicit voluntary / anonymous feedback on the customer/supplier’s satisfaction of a Code 400 service. The ICE comment card URL will be part of each SERMC’s Contracting signature line affixed to emails sent to DoD contractors, DoD civilians, and service members.

DESCRIPTION OF RESPONDENTS:

The public respondents of this survey will consist of DoD contractors who directly or indirectly submit offers for or is awarded (or reasonably may be expected to submit offers for or be awarded) a government contract or subcontract under a government contract for ship repairs in the Southeast Regional Maintenance Center’s Area of Responsibility.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| <input checked="" 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: Christopher J. Thompson or Ulysses Lee Handy

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

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	120	5 minutes	10 hrs.
Totals	120		10 hrs.

PUBLIC COST: The estimated annual cost to the public is \$335.80

Public cost of \$33.58 hourly determined by U.S. Bureau of Labor Statistics dated July 7, 2023 at <https://fred.stlouisfed.org/series/CES0500000003>

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?

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
[X] Other, Explain

The respondent may request a response and elect to provide additional information by email in the Comments & Recommendation for Improvements section. The respondent selects this option at the end of the comment card and provides their email address.

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