

of IRS contractors—Evaluation of IRS contractors' performance and development of performance measures—Development of recommendations regarding a prime integration contractor—Evaluation of IRS effectiveness—Ad hoc technical advice—Acquisition Support as necessary. This procurement will not involve a request for proposals. However, expressions of interest and qualification or capability statements should be submitted by interested entities who are capable of fulfilling this requirement. The qualification or capability statements received will be used to select potentially qualified entities, which may at a later date be requested to submit additional information and/or provide an oral presentation as part of a final selection. This is the third and final announcement issued under the authority of 48 CFR 5.205(b)

**DATES:** Please submit your qualification or capability statements not later than March 27, 1997.

**ADDRESSES:** Responses to this notice must be mailed to the Internal Revenue Service, A/C Procurement, Office of End Users Systems Branch, 6009 Oxon Hill Road, Oxon Hill, MD 20745 7th floor/ Constellation Building M:P:I:E.

**SUPPLEMENTARY INFORMATION:** Upon request, a copy of a scope of work for the intended FFRDC will be mailed to any interested party or interested parties can download the information from the IRS Procurement Bulletin Board System. Please follow these instructions to access the PBBS, dial the following number (202) 799-0943. Your system must be set at the following defaults: Baud Rate of 9600, No Parity, 8 Data Bits, 1 Stop Bit. The system will prompt you for your name, business name and address, the kind of system you are using, user ID and a password of your choice. At the Main System Menu the following will appear "Make your selection (T,F,E, etc.\* \* \*):" Type "L" and press the <ENTER> Key. Type "S" to select a library and press the <ENTER> Key. Type "RFP" and press the <ENTER> Key. Type "F" and press the <Enter> Key to list files. Press the <ENTER> Key to view the list of files. Type "C" to view the file list. Download the file "FFRDC.DOC". The system operates 24 hours a day 7 days a week. Send a written request, for a copy of the statement of work, to the contracting officer at the address specified above. No oral communication will be accepted. Qualification or Capability Statement, should be submitted in written form to the Contracting Officer at the address specified above.

Responses to this notice should make reference to Project No. TIRNO-97-R-00018.

James A. Williams,  
Deputy Assistant Commissioner  
(Procurement).

[FR Doc. 97-4644 Filed 2-25-97; 8:45 am]

BILLING CODE 4830-01-U

## Office of Thrift Supervision

[AC-3; OTS No. 03369]

### Hemlock Federal Bank for Savings, Oak Forest, Illinois; Approval of Conversion Application

Notice is hereby given that on February 12, 1997, the Director, Corporate Activities, Office of Thrift Supervision, or her designee, acting pursuant to delegated authority, approved the application of Hemlock Federal Bank for Savings, Oak Forest, Illinois, to convert to the stock form of organization. Copies of the application are available for inspection at the Dissemination Branch, Office of Thrift Supervision, 1700 G Street, N.W., Washington, D.C. 20552, and the Central Regional Office, Office of Thrift Supervision, 200 West Madison Street, Suite 1300, Chicago, Illinois 60606.

Dated: February 20, 1997.

By the Office of Thrift Supervision.

Nadine Y. Washington,  
Corporate Secretary.

[FR Doc. 97-4643 Filed 2-24-97; 8:45 am]

BILLING CODE 6720-01-M

## DEPARTMENT OF VETERANS AFFAIRS

### Agency Information Collection: Emergency Submission for OMB Review; Comment Request

**AGENCY:** Veterans Health Administration, Department of Veterans Affairs.

**ACTION:** Notice.

**SUMMARY:** The Veterans Health Administration (VHA), Department of Veterans Affairs, has submitted to the Office of Management and Budget (OMB) the following emergency proposal for the collection of information under the provisions of the Paperwork Reduction Act (44 U.S.C. 3507(j)(1)). The reason for emergency clearance request is that these information collections are essential to the VA's mission. The use of normal clearance procedures is reasonably likely to prevent the VHA from timely conducting the collections of

information. OMB has been requested to act this emergency clearance request by March 11, 1997.

**OMB Control Number:** None assigned.

**Title and Form Number:** Generic Clearance for the Veterans Health Administration Customer Satisfaction Surveys.

**Type of Review:** New collection.

**Need and Uses:** VHA will conduct the customer satisfaction surveys under this generic clearance to implement Executive Order 12862, Setting Customer Service Standards. If the surveys were not conducted, VHA would be unable to comply with the Executive Order, and would not have the information needed to establish standards for the best possible customer-focused service. VHA will use the information gathered to determine where and to what extent services are satisfactory, and where and to what extent they are in need of improvement. The information may lead to policy changes to improve VHA's overall operations. Voluntary customer surveys will not be used as substitutes for traditional program evaluation surveys that measure objectives outcomes. In order to maximize the voluntary response rates, the information collections will be designed to make participation convenient, simple, and free of unnecessary barriers.

**Affected Public:** Individuals or households.

**Estimated Annual Burden:** 22,350 hours.

a. Nationwide Inpatient Survey—10,500 hours.

b. Nationwide Outpatient Survey—7,625 hours.

c. Outpatient Home Based Survey—1,225 hours.

d. Local Surveys (VA Medical Facilities)—1,225 hours.

**Estimated Average Burden Per Respondent:**

a. Nationwide Inpatient Survey—15 minutes.

b. Nationwide Outpatient Survey—15 minutes.

c. Outpatient Home Based Survey—15 minutes.

d. Local Surveys (VA Medical Facilities)—10 minutes.

**Frequency of Response:** Annually.

**Estimated Total Number of Respondents:** 94,900.

a. Nationwide Inpatient Survey—42,000.

b. Nationwide Outpatient Survey—30,000.

c. Outpatient Home Based Survey—4,900.

d. Local Surveys (VA Medical Facilities)—18,000.

**ADDRESSES:** A copy of this submission may be obtained from Ron Taylor,

Information Management Service (045A4), Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420, (202) 273-8015.

Comments and recommendations concerning this submission should be directed to VA's OMB Desk Officer, Allison Eydt, OMB Human Resources and Housing Branch, New Executive Office Building, Room 10235, Washington, DC 20503 (202) 395-4650. Do not send requests for benefits to this address.

**DATES:** Comments on the information collection should be directed to the OMB Desk Officer on or before March 4, 1997.

**FOR FURTHER INFORMATION CONTACT:** Ron Taylor, VA Clearance Officer (045A4), (202) 273-8015.

Dated: February 11, 1997.

By direction of the Secretary.

Donald L. Neilson,

Director, Information Management Service.

[FR Doc. 97-4687 Filed 2-24-97; 8:45 am]

BILLING CODE 8320-01-P

#### **Agency Information Collection: Emergency Submission for OMB Review; Comment Request**

**AGENCY:** Board of Veterans' Appeals, Department of Veterans Affairs.

**ACTION:** Notice.

**SUMMARY:** The Board of Veterans' Appeals (BVA), Department of Veterans Affairs, has submitted to the Office of Management and Budget (OMB) the following emergency proposal for the collection of information under the provisions of the Paperwork Reduction Act (44 U.S.C. 3507(j)(1)). The reason for emergency clearance request is that the ongoing survey is essential to the VA's mission. Disruption of the collection of information will harm the BVA's efforts to identify aspects of the service that are most important to our customers. OMB has been requested to act this emergency clearance request by March 11, 1997.

*OMB Control Number:* 2900-0548.

*Title and Form Number:* Generic Clearance for the Board of Veterans' Appeals Customer Satisfaction Survey.

*Type of Review:* Reinstatement, with change, of a previously approved collection for which approval has expired.

*Need and Uses:* The BVA will conduct the customer satisfaction survey under this generic clearance to implement Executive Order 12862, Setting Customer Service Standards. If the survey was not conducted, BVA would be unable to comply with the

Executive Order, and would not have the information needed to establish standards for the best possible customer-focused service. BVA will use the information gathered to determine where and to what extent services are satisfactory, and where and to what extent they are in need of improvement. The information may lead to policy changes to improve the Board's overall operations. BVA anticipates the survey will identify those aspects of service that are most important to benefit claims appellants.

*Affected Public:* Individuals or households.

*Estimated Annual Burden:* 400 hours.

*Estimated Average Burden Per*

*Respondent:* 6 minutes.

*Frequency of Response:* Annually.

*Estimated Number of Respondents:* 4,000.

**ADDRESSES:** A copy of this submission may be obtained from Ron Taylor, Information Management Service (045A4), Department of Veterans Affairs, 810 Vermont Avenue, NW, Washington, DC 20420, (202) 273-8015.

Comments and recommendations concerning this submission should be directed to VA's OMB Desk Officer, Allison Eydt, OMB Human Resources and Housing Branch, New Executive Office Building, Room 10235, Washington, DC 20503 (202) 395-4650. Do Not send requests for benefits to this address.

**DATES:** Comments on the information collection should be directed to the OMB Desk Officer on or before March 4, 1997.

**FOR FURTHER INFORMATION CONTACT:** Ron Taylor, VA Clearance Officer (045A4), (202) 273-8015.

Dated: February 11, 1997.

By direction of the Secretary.

Donald L. Neilson,

Director, Information Management Service.

[FR Doc. 97-4688 Filed 2-24-97; 8:45 am]

BILLING CODE 8320-01-P

#### **Agency Information Collection: Emergency Submission for OMB Review; Comment Request**

**AGENCY:** Veterans Benefits Administration, Department of Veterans Affairs.

**ACTION:** Notice.

**SUMMARY:** The Veterans Benefits Administration (VBA), Department of Veterans Affairs, has submitted to the Office of Management and Budget (OMB) the following emergency proposal for the collection of information under the provisions of the

Paperwork Reduction Act (44 U.S.C. 3507(j)(1)). The reason for emergency clearance request is that these information collections are essential to the VA's mission. The use of normal clearance procedures is reasonably likely to prevent the VBA from timely conducting the collections of information. OMB has been requested to act this emergency clearance request by March 11, 1997.

*OMB Control Number:* None assigned.

*Title and Form Number:* Generic Clearance for the Veterans Benefits Administration Customer Satisfaction Surveys.

*Type of Review:* New collection.

*Need and Uses:* VBA will conduct the customer satisfaction surveys under this generic clearance to implement Executive Order 12862, Setting Customer Service Standards. If the surveys were not conducted, VBA would be unable to comply with the Executive Order, and would not have the information needed to establish standards for the best possible customer-focused service. VBA will use the information gathered to determine where and to what extent services are satisfactory, and where and to what extent they are in need of improvement. The information may lead to policy changes to improve VBA's overall operations. Voluntary customer surveys will not be used as substitutes for traditional program evaluation surveys that measure objectives outcomes. In order to maximize the voluntary response rates, the information collection will be designed to make participation convenient, simple, and free of unnecessary barriers.

*Affected Public:* Individuals or households; Business or other for-profit.

*Estimated Annual Burden:* 1,494 hours.

a. Lender Survey—303 hours.

b. VA Loan Customer Service Survey—575 hours.

c. Insurance Customer Survey—216 hours.

d. Vocational Rehabilitation Service—St. Petersburg—100 hours.

e. Customer Survey for VAMC Outbased Team—200 hours.

f. Pretest-Education Questionnaire—100 hours.

*Estimated Average Burden Per Respondent:*

a. Lender Survey—20 minutes.

b. VA Loan Customer Service Survey—15 minutes.

c. Insurance Customer Survey—6 minutes.

d. Vocational Rehabilitation Service—St. Petersburg—15 minutes.

e. Customer Survey for VAMC Outbased Team—10 minutes.