

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)*

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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,