

ADDENDUM #2
QUESTIONS AND ANSWERS
RFP # 320 LDH-RFP-SURVEY-FY17-OAAS
RESEARCH AND MANAGEMENT DIVISION
OFFICE OF AGING AND ADULT SERVICES

- 1. It was identified in previous survey efforts that a postcard sent in advance to all persons on the randomly selected survey sample was of great assistance in encouraging volunteers and eliminating the confusion when a member of the survey team made initial contact with the clients or family members. Can a similar postcard be printed and mailed by OAAS in all future efforts?**

OAAS cannot commit to sending postcards. However, notification will be made to the selected participants (either by mail or via their support coordinator\LTPCS assessor during monthly contact) prior to the contractor beginning their scheduling efforts.

- 2. Can provider contact procedures be similar to previous years with a preliminary “blast” of the postcard and information letter followed up by a reminder “blast” the first week of interviews so provider personnel will be aware of the survey and responsive to survey team member efforts to schedule and conduct surveys?**

Yes.

- 3. Can a database listing contact information for all state approved providers be supplied to the contractor with phone numbers and email addresses for relevant provider representatives/staff members to facilitate any communications that may be necessary regarding the accuracy of client contact information?**

Yes.

- 4. With only 14 weeks, including interruptions for Thanksgiving and Christmas, between the beginning date for surveys and final date for data submission, the date of availability of the survey sample will be critical for time management. Will it be possible for the potential client sample to be distributed to the contractor by September 26 in order for the sample to be regionally analyzed so contacts with clients for scheduling purposes can begin immediately?**

OAAS can provide the sample to the contractor as soon as the contract is executed.

- 5. It is assumed that every effort should be made in the scheduling of clients to provide a reasonable representation across the state within the provided randomly selected sample. Given that this information may impact team member selection, the levels of participation within the regions, and the average mileage required for interviews, is it possible to get a current approximation of the distribution of clients currently served in each region? Indeed, the randomly selected sample may vary slightly from the statewide sample of those receiving services, but it will provide a basis for contractor determinations in staffing and budget issues.**

Yes. A map showing the distribution of current participants in each program has been added to the RFP procurement library.

<http://new.dhh.louisiana.gov/index.cfm/newsroom/detail/3920>

6. Who is the incumbent contractor for this work?

This will be a new project for OAAS. There is not an incumbent contractor for this work.

7. What are the annual and total dollar amounts of the incumbent's contract?

There is not an incumbent contractor for this work.

8. Using the survey specified in the RFP, typically how long do the interviews take?

Excluding travel time, approximately 25-30 minutes.

9. How far in advance of the required timeline to begin the interviews (October 1st in the first year and August in the subsequent years) would the sample be provided from the State?

The initial year's sample can be provided as soon as the contract is executed. Subsequent year's sample can be provided by July 1st.

10. Who will be responsible to train the contractor on how to use the tool and enter the data and how long does the training take?

OAAS will provide instructions (user guide) to the contractor on both accessing and using the survey tool. The contractor will be responsible for training and preparing its staff to administer the survey tool to OAAS participants. OAAS staff will be available to provide technical assistance and to troubleshoot user issues as they arise.

11. Based on past experience, how long does it typically take to complete an interview?

Excluding travel time, approximately 25-30 minutes.

12. Across approximately how many unique locations will the sampled population be located?

The sample population will include participants located across Louisiana. Participants generally choose to be interviewed in their homes. To the extent that multiple participants may choose to be interviewed at the same location, such as an OAAS Regional Office, the number of unique interview locations in a year will be less than the number of surveys to be conducted (estimated to be between 250 and 350).

13. Who is responsible for translating surveys into other languages should the individual need taking the survey need this?

If there is no one (family member or responsible representative) to assist the participant in translation it would be the contractor's responsibility to translate the survey into a language the participant is able to understand.

14. Which agency conducted the last third party survey for this population, and what was the amount of the total contract paid for the survey work, how many surveys did they complete?

The most recent OAAS consumer surveys were conducted through a grant project with CMS at no cost to the state. Between October 2013 and November 2014, 537 surveys of the OAAS HCBS participants were collected.

15. What is the anticipated size of the budget for this project?

OAAS cannot provide an anticipated budget for this project. The budget will be determined through the RFP proposal process.