

Questions and Answers for the Consumer Experience Survey RFP

305PUR-DHHRFP-EVALCES-OAAS

1. Do universities qualify as applicants for the Independent Professional Evaluator for Administration of the Consumer Experience Survey to Home and Community Based Services Participants proposal? **Yes, if they meet all of the requirements.**
2. Under staffing requirement/qualifications you are requesting an Educational Doctorate in Curriculum and Instruction.

Is this a mandatory requirement? **Yes.** Our proposed project manager has a Doctorate in political science, has been a professor at some of the leading universities in the country, and has over 25 years of qualitative and quantitative research experience. He has authored several books and dozens of articles on public opinion, media and politics and has conducted survey research both nationally and internationally. We are a national public opinion research firm and have conducted many health related and customer experience surveys.

3. I work for The Policy & Research Group and we are interested in applying to your RFP for an evaluator for the administration of the Home and Community Based Services Participants. We would like to get started on our application right away. However, I am unsure if we qualify according to the “Staffing Requirements / Qualifications” you have published in the RFP. The requirements are very specific and state that the project manager must have an “Educational Doctorate in Curriculum and Instruction and [a] Minimum of 25 years experience in selected evaluation/assessment activities including but not limited to areas of education, statistical analysis, quality assurance, strategic planning, needs assessment and evaluation.”

We have three PhDs on staff (one in political communication, one in public health, and one in sociology) and our senior evaluation staff members have over 25 years combined evaluation experience.

I am wondering how strict the qualification requirements are and if we should apply. **The qualification requirements stand as written.**

4. Page 10 of 25 #B.1. – The survey is entitled “Consumer Experience Survey”; while on Pages 5 and 7 it is called the “Participant Experience Survey” – are they the same? **No, they are not the same. The Consumer Experience Survey is Louisiana’s version of the Participant Experience Survey.**
5. Page 11 of 35 #B.4. – Can you clarify the educational and minimum years of experience requirements for the Project Director; specifically the Doctorate in Curriculum and

Instruction and 25 years experience? **The requirements are as stated.** Is it possible to meet the requirements through a different combination/type of degree and years of experience? **No.**

6. Page 16 of 25 #J. – The project term is 3 years – should the cost proposal be for 3 years or just year 1? **3 years, for the purposes of this RFP assume 334 surveys per year and multiply accordingly for years 2 and 3 costs.**
7. Page 24 of 35 #a & b. – (a) indicates “an item by item breakdown of costs” and (b) indicates “cost proposal in terms of a per individual survey amount” – does this mean that you want a line by line budget (salaries, benefits, travel, supplies, etc.) and then the total of all those items divided by the projected 334 surveys for a “per individual” cost? **We inadvertently asked for an item by item breakdown of costs when what we wanted was a per survey cost.**
8. Is it anticipated that the contract begins on June 1, 2011 and the first round of surveys will take place starting April 1, 2012 through June 2012 – with a project report delivered by July 1, 2012? **No.** Does that mean that the period June 2011 through March 2012 will be devoted to planning, hiring, training and preparation for the first round of interviews? **No.** OR will the interview take place on a different cycle in the first year? **Yes, the first round of surveys will begin June 1, 2011 for completion by September 1, 2011.**
9. Has there been a previous contract for conducting this work? If so, for what time period? **Yes, April 20, 2010 through June 30, 2010.**
10. Three statements seem to imply that the OAAS is open to consideration of changes on the Participant Experience Survey questions. Is this correct? **The OAAS may consider changes to the “Consumer Experience Survey” within the parameters set by CMS regarding how states may modify the “Participant Experience Survey.”** (see following three statements from RFP)
 1. “The Contractor shall participate in pre-survey planning: make suggestions regarding the survey instrument and processes and procedures in order to improve the quality of survey results.” (page 9 under Project Overview)
 2. “Contractor shall evaluate the survey instrument as it is used and make suggestions for the improvement of the survey instrument and/or any improvements in the process/procedures used by OAAS or the contractor’s interviewers.” (page 12)
 3. “Contractor shall provide OAAS with a final comprehensive proposal for improving the Consumer Survey methodology for all targeted OAAS populations.” (page 13)
11. “If the participant consents to be surveyed, the Interviewer will visit him/her at home, at the ADHC, at another location that the participant chooses, or in the OAAS Regional Office.” (page 9) Is there an estimate on how many participants will be in each of these locations? What is the history? **In previous surveys, less than 5% of participants chose to be surveyed outside of their home.**

12. Are people receiving these services dispersed throughout the state proportional to the general population of the state? No What percentage of people served live in large metropolitan areas versus the percentage of people who live in more remote less populated areas? Can you give an approximate number of people served by parish?

Table of Parish Description by TARGET 201102				
Parish Description	TARGET			Total
	ADHC	ELDR	LTPCS	
ACADIA	6	44	155	205
ALEXANDRIA	0	0	0	0
ALLEN	2	34	58	94
ASCENSION	10	64	183	257
ASSUMPTION	0	50	65	115
AVOUELLES	1	104	240	345
B.R. REGION MED.	0	0	0	0
BATON ROUGE	0	0	0	0
BEAUREGARD	0	22	20	42
BIENVILLE	2	24	48	74
BOSSIER	5	37	118	160
CADDO	41	182	660	883
CALCASIEU	21	144	253	418
CALDWELL	1	53	36	90
CAMERON	0	0	0	0
CATAHOULA	0	60	76	136
CLAIBORNE	0	20	115	135
CONCORDIA	0	62	111	173
DESOTO	1	28	75	104
EAST BATON ROUGE	181	368	1063	1612
EAST CARROLL	0	45	105	150
EAST FELICIANA	8	16	67	91
EVANGELINE	7	96	381	484
FRANKLIN	1	72	139	212
GRANT	1	24	15	40
HAMMOND	0	0	0	0
IBERIA	10	99	378	487
IBERVILLE	1	58	100	159
JACKSON	0	21	30	51
JEFFERSON	51	163	481	695
JEFFERSON DAVIS	0	21	26	47
LAFAYETTE	86	155	560	801

LAFOURCHE	0	46	94	140
LAKE CHARLES	0	0	0	0
LASALLE	0	39	16	55
LINCOLN	0	43	93	136
LIVINGSTON	7	61	57	125
MADISON	0	51	119	170
MONROE	0	0	0	0
MONROE REGIONAL	0	0	0	0
MOREHOUSE	0	47	380	427
N. O. /ALGIERS	0	0	0	0
N. O. /DOWNTOWN	0	0	0	0
N. O. /GENTILLY	0	0	0	0
N. O. /UPTOWN	0	0	0	0
NATCHITOCES	1	63	181	245
NEW ORLEANS	0	0	0	0
O. Juvenile Serv	0	0	0	0
OCS FIELD SERVI.	0	0	0	0
ORLEANS	95	189	1031	1315
ORLEANS REGION	0	0	0	0
OUACHITA	17	152	578	747
OUT OF STATE	0	0	0	0
PLAQUEMINES	0	6	7	13
POINTE COUPEE	1	49	67	117
RAPIDES	10	180	268	458
RED RIVER	17	13	41	71
RICHLAND	0	66	171	237
SABINE	1	14	49	64
SHREVEPORT	0	0	0	0
ST BERNARD	1	15	47	63
ST CHARLES	1	21	17	39
ST HELENA	7	37	50	94
ST JAMES	1	18	26	45
ST JOHN	2	38	58	98
ST LANDRY	61	180	945	1186
ST MARTIN	31	90	294	415
ST MARY	0	43	146	189
ST TAMMANY	25	81	81	187
TANGIPAHOA	12	203	495	710
TENSAS	0	13	44	57
TERREBONNE	2	51	80	133
THIBODAUX	0	0	0	0

UNION	1	19	38	58
VERMILION	4	40	82	126
VERNON	0	17	20	37
WASHINGTON	3	144	178	325
WEBSTER	3	46	147	196
WEST BATON ROUGE	2	21	39	62
WEST CARROLL	0	43	40	83
WEST FELICIANA	2	15	21	38
WINN	0	39	80	119
Total	743	4259	11638	16640
Frequency Missing = 265				

13. Page 9 says “OAAS shall notify prospective participants by mail of the Consumer Experience Surveys and will request their participation in the survey.” However, the deliverables under page 10 includes the following statement-- “Contractor shall ensure that notices will be mailed to prospective participants two (2) weeks prior to the start of the survey to request their participation in the survey.” It is unclear whether the OAAS will be mailing the request to participate, or whether this is a responsibility of the Contractor. **OAAS will be mailing the requests to the participants.**
Or are there two separate mailings? **No.**
14. Compare the following two statements----“Surveys are to be administered beginning April 1st and submitted to OAAS for July 1st of each year of the contract.” (page 10) and “Contractor shall transfer all survey instruments, data, and related materials to OAAS within thirty (30) days after completion of each survey project.” (page 12). Are these two statements referring to the same thing? **No.** Does this mean that the surveys have to be completed in time for all survey instruments, data and related materials to be submitted by July 1st, or would it be August 1st, with just the data from the surveys entered by July 1st? **The first round of surveys will begin June 1, 2011 for completion by September 1, 2011. All survey instruments, data and related materials must be transferred to OAAS within 30 days after completion. In contract years 2 and 3 the survey scheduled is intended to be April 1st through July 1st.**
15. “Contractor must submit final invoices to OAAS within fifteen (15) days after completion of survey project.” (page 12) We are assuming this means at the end of the survey process each year. **Yes.** Can any billing be done before the end of that time period (i.e. monthly)? **No.**
16. “Contractor shall provide OAAS with a debriefing and a report on the process of conducting the interviews every two (2) weeks.” (page 12)—is this report a written report or an oral report during the conference call? **This refers to an oral report during the conference calls supplemented by supporting documents when requested.**
17. “Contractor must determine and notify OAAS within two (2) weeks of the survey whether or not another sample is needed to have a state wide, random sample that is

without stratification during the survey period.” (page 12) How will the contractor know this? OAAS will inform the contractor what the required sample number is. During the first two weeks of the survey the contractor must contact prospective interviewees to set up appointments. If the contractor determines that there are not enough random names to meet the sample they must inform OAAS within two weeks so that OAAS may send additional random names.

18. The liquidated damages section, page 13, includes “Failure to maintain all client files and perform all file updates according to the requirements in the contract, as evidenced in client files when reviewed during monitoring site visit.” What file updates would be evident in the person’s file from the interview? Does a hard copy of the answers to the questions go in the person’s file? Page 13, C.1.b. was inadvertently placed in the document and is not applicable to this contract. File updates will not need to be done and individual files will not be kept for the individuals who participate in the survey. One file will be kept with the hard copies of the completed surveys.
19. Would you consider a project manager that has a relevant PhD though it is not specifically an “Educational Doctorate in Curriculum and Instruction?” No.
20. Would it be expectable [sic] to have a research team that has over 25 years combined evaluation experience even though the project manager does not have 25 years of evaluation experience himself? No.