

**STATE OF NORTH DAKOTA
DEPARTMENT OF HUMAN SERVICES
DIVISION OF VOCATIONAL REHABILITATION
1237 WEST DIVIDE AVENUE, SUITE 1B
BISMARCK, ND 58501**

**SOLICITATION AMENDMENT 2
February 27, 2015
RESPONSES TO QUESTIONS AND REQUESTS FOR CLARIFICATIONS**

You are invited to participate in the following State Procurement Opportunity.

Solicitation Number: 325-14-700-040

Type: Request for Proposal

Title: DVR Client Satisfaction Survey

Issuing Agency: Human Services, Department of – Division of Vocational Rehabilitation

Issued: February 5, 2015

Deadline for Questions: February 18, 2015 04:00 PM CT

Closes: March 11, 2015 04:00 PM CT

Procurement Officer: Patty Wanner

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Short Description: To procure a vendor to plan, develop, implement and analyze DVR client satisfaction surveys.

Instructions: Click the link below to view this solicitation. Contact the Procurement Officer if you have any questions or are unable to obtain the documents from the website.

<https://apps.nd.gov/csd/spo/services/bidder/displaySolicitation.htm?solNo=325-14-700-040>

If the above link does not work:

-Go to www.nd.gov/spo

-From the left menu, click Bids and Contracts - click Current Solicitations

-Recent Solicitations are listed by close date.

Question and Answer:

1. **Question:** Page 9, Section 2.02 Scope of Work, 1. -- Has a survey of this sort been conducted previously or is this a new research effort?
Response: Satisfaction surveys are currently conducted only after case closure.
2. **Question:** Page 9, Section 2.02 Scope of Work, 1. -- If this or a similar survey has been conducted recently, please provide copies and/or links to any data reports or methodology reports, including the questionnaires.
Response: The current surveys are mailed to the clients upon case closure and the results are gathered and reported on quarterly. See [Attachment D](#) for the current questionnaires. The survey is replicated 8 times, once for each region. See [Attachment E](#) for a copy of the most recent data report.
3. **Question:** Page 9, Section 2.02 Scope of Work, 1. -- When and at what intervals will the case records be sent to the survey vendor for sampling and data collection?
Response: The contract is to begin with the October – December 2015 data. The applicable data will be sent quarterly beginning in January 2016.
4. **Question:** Page 9, Section 2.02 Scope of Work, 1. -- What contact information will be included in the case records (e.g., name, mailing address, telephone number(s), e-mail address(es), etc.)? How complete and accurate is the contact information expected to be? Will the survey vendor be responsible for finding additional contact information for a sampled case record if the information provided by STATE does not reach the correct person?
Response: STATE attempts to collect the name, mailing address, telephone numbers, and e-mail address, but all information may not be available on all clients. The information that STATE has will be shared with the successful offeror. The successful offeror will not be expected to find additional contact information.
5. **Question:** Page 9, Section 2.02 Scope of Work, 1.a.-c. -- Please give an average quarterly estimate by region of the number of individuals who will be available for sampling at each milestone marker indicated in a.-c.
Response: For the averages for FFY 2014, see table below.

Region	Eligibility	Plan	Closed Rehab	Closed Other
1	5.75	5.75	4	8.75
2	46.75	46.75	16.25	39
3	12.25	12.25	5	15.75
4	41.25	41.25	13	50.75
5	56.75	56.75	20	61
6	27.75	27.75	15	26.5
7	61.75	61.75	21.25	77.75
8	12	12	4	12.25

6. **Question:** Page 9, Section 2.02 Scope of Work, 1.a.-c. -- Please give the desired precision (confidence interval width or margin of error) for the quarterly survey estimates.
Response: We strive for 90% understanding the challenges with population size.

7. **Question:** Page 10, Section 2.02 Scope of Work, 4.c. -- Please give the desired precision (confidence interval width or margin of error) for the regional survey estimates.
Response: We strive for 90% understanding the challenges with population size.
8. **Question:** Page 10, Section 2.02 Scope of Work, 4.d. -- Please give the minimum response rate that would be considered valid, and provide the formula for calculating the response rate.
Response: The successful offeror will be responsible for determining this.
9. **Question:** Page 10, Section 2.02 Scope of Work, 4.g. -- Is the survey methodology review to be submitted in report form, or is it more an ongoing consultation with STATE over the course of the project? If it is a written report, at what point in the project calendar is it due?
Response: This will be a combination of a written report with ongoing consultation with STATE throughout the contract. A written report would be required at the end of each federal fiscal year.
10. **Question:** Page 16, Section 4.01 Proposal Format and Content -- "Do not use staples, paper clips, and fasteners. Nothing should be attached, stapled, folded, or pasted." Is it acceptable to use binder clips or comb binding to hold the pages of the proposal together?
Response: It is not acceptable to use binder clips to hold the pages of the proposal together. It is, however, acceptable to use comb binding to hold the pages of the proposal together.
11. **Question:** Is there a contract not-to-exceed budget amount for this project?
Response: STATE is unwilling to disclose the budget amount at this time.
12. **Question:** Are the previously used survey instruments available for review?
Response: See [Attachment D](#). The survey is replicated 8 times, once for each region.
13. **Question:** Are the previous data analysis reports available for review?
Response: See [Attachment E](#).
14. **Question:** What has been the average closure number across the project's eight regions for 2012-13-14?
Response:
Average closures per region over 3 years
1. 76
 2. 290
 3. 121
 4. 343
 5. 423
 6. 208
 7. 549
 8. 82
15. **Question:** Is there a response data precision target to be met?
Response: We strive for 90% understanding the challenges with population size.

16. **Question:** Are there any non-English formats required?
Response: At this time, STATE has not had the need; however, if the need presents, an accommodation would be needed.
17. **Question:** Will the email addresses for STATE clients be made available along with their telephone and mailing address data?
Response: STATE attempts to collect e-mail addresses, but they may not be available on all clients. The information that STATE has will be shared with the successful offeror.
18. **Question:** The Cost Proposal ([Attachment B](#)) calls for one Total Cost and the RFP indicates that the contract period is July 2015 through October 2017 with quarterly data collection to begin October 2015. Is the total cost then to reflect the completion of 8 quarters of data collection and reporting?
Response: Yes
19. **Question:** Can you provide any guidance on the approximate number of records that will be provided to the vendor each quarter for interviewing and upon which we should base our costs?
Response: See the response for question 5.
20. **Question:** Can you provide clarification on the chart on page 9 of the RFP? Are the applicants, employment plans and total closures mutually exclusive groups?
Response: The likelihood exists that one person may fall into more than one group in a quarter. See Section 2.02 Scope of Work, Item 2.
21. **Question:** What contact information is available in each record - address, telephone number, email address?
Response: STATE attempts to collect the name, mailing address, telephone numbers and e-mail address, but all information may not be available on all clients. The information that STATE has will be shared with the successful offeror.
22. **Question:** Do the records indicate type of disability?
Response: It is not the intent to indicate every type of disability, but STATE may provide information needed to conduct the survey to accommodate certain disabilities.
23. **Question:** Do the records indicate status – after eligibility determination, after plan development/service delivery has begun, after case closure?
Response: Yes
24. **Question:** What is the budget for the survey?
Response: STATE is unwilling to disclose the budget amount at this time.
25. **Question:** Who is the current vendor for the survey?
Response: The survey is currently done internally by STATE employees.
26. **Question:** How many questions are included in the current survey instrument? Is it possible to see the current survey instruments and report format?
Response: See [Attachment D](#). The survey is replicated 8 times, once for each region.

27. **Question:** Can you provide any detail on the number of interviews conducted (in total and by region) and response rate achieved in the last year?
Response: Interviews were not conducted. Surveys were by mail only. The response rates for FFY 2014 were:
- 7% - closed ineligible
 - 6% - closed other prior to services beginning
 - 8% - closed other after services began
 - 22% - closed rehabilitated
28. **Question:** What was the survey methodology employed in 2014?
Response: The survey questionnaires were sent by mail.
29. **Question:** What is the total budget for this project?
Response: STATE is unwilling to disclose the budget amount at this time.
30. **Question:** Will email addresses and phone numbers be provided for all clients?
Response: STATE attempts to collect the name, mailing address, telephone numbers, and e-mail address, but all information may not be available on all clients. The information that STATE has will be shared with the successful offeror.
31. **Question:** Have clients been surveyed in the past?
Response: Yes
- a. If so, who conducted the survey previously?
Response: The survey is currently done internally by STATE employees.
- b. If so, what were the response rates?
Response:
The response rates for FFY 2014 were:
- 7% - closed ineligible
 - 6% - closed other prior to services beginning
 - 8% - closed other after services began
 - 22% - closed rehabilitated
- c. If so, are previous reports available?
Response: See [Attachment E](#).
32. **Question:** Has ND DVR conducted such surveys already?
Response: DVR currently surveys by mail upon case closure.
33. **Question:** If such surveys were conducted in prior years and/or are being conducted currently, is ND DVR satisfied with the performance of the current vendor?
Response: Yes, but ND DVR is looking at expanding the scope of its current survey and hopes to improve its response rate. The current vendor doesn't have the resources to meet this need.

34. **Question:** If such surveys were conducted in prior years and/or are being conducted currently, can ND DVR provide the latest survey instrument and the reports produced if a proposer requests those?

Response: See [Attachment D](#) and [Attachment E](#).

35. **Question:** Does the ND DVR have a set budget for this project?

Response: STATE is unwilling to disclose the budget amount at this time.

36. **Question:** Section One, Item 1.10 of the RFP states that the hard copy of the cost proposal has to be submitted in a separate sealed envelope. However, it remains unclear if the Technical proposal and Cost proposal submitted via electronic media have to be submitted on separate physical devices, or they can be both written on one CD or USB Flash drive.

Response: The Technical proposal and Cost proposal can be submitted on one physical device as the evaluation committee is not privy to that information when evaluating proposals.

37. **Question:** Section Two, Item 2.01 Contains a table indicating the number of applicants per year. How many cases are there expected to be per regional office per quarter, from which a sample will have to be drawn. Could there be a situation where no sample can be drawn due to too few cases and thus the entire eligible population will have to be surveyed in order to yield meaningful number of responses. If we are not misunderstanding the table, it appears that there could be as few as 300 cases per regional office for the whole year, or as few as 600 cases per quarter for all eight regional offices. If that were the case no meaningful samples can be drawn from that population. Please, advise.

Response: Your understanding of the table is accurate. STATE is looking to the expertise of the successful offeror to handle scenarios such as this.

38. **Question:** Section Two, Item 2.02 (Scope of Work) indicates that surveys will be conducted on a quarterly basis and reports summarizing the results will likewise be prepared and submitted on a quarterly basis. It also indicates that the first quarterly run of the survey under this RFP will be in the last quarter of 2015. Section Three, Item 3.01 of the RFP indicates the contract period to be July 1, 2015, through October 30, 2017. Is it correct to assume that there will be a total of eight quarterly survey runs and respectively eight reports summarizing the findings of those?

Response: The first quarterly run under this contract will be on information from the first quarter of FFY 2016, which is from October 1 – December 31, 2015. There will be eight quarterly runs. The contract beginning July 1, 2015, is for the successful offeror to develop the surveys.

SOLICITATION AMENDMENT

ACKNOWLEDGEMENT

SOLICITATION NUMBER AND TITLE: 325-14-700-040 DVR Client Satisfaction Survey

AMENDMENT NUMBER: 2

By my signature below, I hereby acknowledge receipt of and compliance with this amendment to the above referenced solicitation.

NAME OF BIDDER OR OFFEROR

MAILING ADDRESS

PRINTED NAME

SIGNATURE

TITLE

DATE