

STATE OF VERMONT
Department of Vermont Health Access
REQUEST FOR PROPOSALS
- for -
CONSUMER EXPERIENCE OF CARE SURVEYS

Response to Questions

September 3, 2010

1. Is this a new requirement? If so, do you have an estimate budget for the project?
This is not a new requirement. We do not have an established budget. We would like potential vendors to provide bids based upon the scope of work requirements.
2. If not, could you please tell me the incumbent vendor, its current contract duration and value?
The most recent contract vendor was Widener-Burrows & Associates. The contract period was from March 2006 through March 2010. The amount was \$34,000.00
3. Considering the geographical constraint of personally reviewing the document, I request you to provide us the following details before we buy the document:
 - a) List of Items, Schedule of Requirements, Scope of Work, Terms of Reference, Bill of Materials required.
These are all in the RFP.
 - b) Soft Copy of the Tender Document through email.
There is no charge for the RFP and it is online at:
<http://www.vermontbusinessregistry.com/BidSearch.aspx?type=2>
 - c) Names of countries that will be eligible to participate in this tender.
Anyone may bid, however, familiarity with the United States may be an asset. In addition, experience with CAHPS surveys and NCQA certification as a CAHPS vendor is required.
 - d) Information about the Tendering Procedure and Guidelines
This information is all in the RFP.
 - e) Estimated Budget for this Purchase *See question #1.*
 - f) Any Extension of Bidding Deadline? *No.*
 - g) Any Addendum or Pre Bid meeting Minutes? *No.*
4. We would like to be informed of future tenders from your organization. Hence, we request you to add our name to your bidder's list and do inform us about upcoming Projects, Tenders.
All state of Vermont RFPs can be found on its procurement website:
<http://www.vermontbusinessregistry.com/BidSearch.aspx?type=2>
5. We will be highly obliged if you can send us your complete & latest contact information. This will help us reaching to you faster.
This information is in the RFP.
6. Will the methodology continue to be mail with telephone follow-up? Specifically, a prenotification letter followed by 1st questionnaire package, reminder postcard, 2nd questionnaire package and then telephone follow-up to all respondents not responding by mail.
Yes. Bidders should outline their methodology in their bid.

7. RFP page 6, Section 3.1, Task 5: Reports: Please describe “a format acceptable to NCBD.” *Bidders should go to the NCBD website for any information regarding submitting data to NCBD. Here is the link:*

https://www.cahps.ahrq.gov/content/ncbd/ncbd_Intro.asp?p=105&s=5

8. RFP page 6, Section 3.2:

- a. Should the Cost Proposal be submitted separately from the Technical Proposal? *Everything should be submitted together as one proposal.*
- b. How many copies of the Cost Proposal are to be submitted? *Four (4) - same as the technical proposal.*
- c. Is a CD of the Cost Proposal required? *Yes, the entire proposal should be on a CD.*

9. What sample sizes and response rates have been obtained in the past? *Sample sizes in the past have been the same as indicated (600) with 50% response rate. The 50% is an adjusted response rate in that surveys that are not complete (of core questions) or ineligible respondents (deceased, mentally or physically incapacitated) are removed from the sample. Survey vendors should be adhering to either the NCQA specifications or the AHRQ specs for survey protocol as a guide.*

10. What contact methodologies are currently deployed for the specified surveys? *US mail and telephone.*

11. RFP page 4, Section 3.1: “The DVHA will draw the sample frame of 600+ individuals for the vendor. DVHA requires a response rate of 50% or better.”

- a. What safeguards are in place to ensure that a valid sample of 600+ has been selected? For example, what is the quality of the contact information?

The sample will be pulled following the CAHPS guidelines. The population being contacted is Medicaid recipients, and Medicaid recipients with chronic illness. In the past, the quality of the contact information has been sufficient to obtain a 50% response rate. Our experience has been that reaching a 50% or better response rate is slightly more challenging for those in Medicaid with a chronic illness than the general Medicaid population. Here is the link to the CAHPS Website for a description of sampling:

<https://www.cahps.ahrq.gov/default.asp>

- b. If 300 responses of the 600 sample (50%) are not received, what plans are in place to offer additional contacts for subsequent surveys in order to obtain the specified number of responses? *In the past surveys vendors have reached the 50% target. We expect the bidder to allocate the necessary resources to reach a 50% response rate.*

12. Can the state specify the number of responses required for each population instead of specifying the rate of response?

The state provided this in the RFP Scope of Work, section 3.1, p. 4.

13. Is there an incumbent, and if so, what company and for how long? *See the response to question #2.*

14. Please provide the 2010 and 2011 budgets for this project, if possible.

See the response to question #1.