NHVR Customer Satisfaction Survey Questions

9/11/2020

* This is an annual survey, who is the incumbent?  The last company to do the survey for our agency was RKM.
* What is the contract amount with the incumbent? The last approved contract with Governor and Council for this product was in the attached approved contract.  This is a public document on the G&C site.
* What is the business reason for posting this RFP now? We need to have an annual survey so we have posted this RFP.
* What are the challenges that NH hopes to resolve with this engagement?  We would like to know the most important factors that affect our customer’s satisfaction with services.
* What is the budget range that NH has established for this engagement?  We would like the budget to be no more than $40,000/year.
* Is this opportunity to be funded with Federal monies? Yes.
* If so, will any federal responsibilities convey to the awardee?  No.
* Due to the COVID-19 pandemic, our organization is working separately and remotely in our home offices which do not have the production capacity to print and bind multiple proposal copies.  Sending multiple paper copies will require us to outsource to a printing company which will be expensive and take away a week of our proposal writing time. **Since we are in a worldwide health crisis, will NH agree to accept an emailed proposal**? Yes, but we need a copy that is fully redacted as well as the original.
* I would like to obtain information about the contract award details **(Awarded Vendor, Contract Amount, Duration)** for the project below:
	+ **Title: Customer Satisfaction Survey**
	+ **Bid Number: 2019-VR#4**
	+ **Due Date: 08/16/2019**

This RFP you reference was not awarded.  This is why we are re-procuring now.

* Is it a requirement for us to have completed a similar project for another state or can we submit an example/case study of comparable work we have done?  We have not completed this project in the past but have numerous cases and extensive experience on projects that fall into the same area as this.  VR experience is preferred, however, if your company performs customer satisfaction surveys and does not have particular VR experience you can still bid on this RFP.
* What type of contact information do you have for the customer sample and how many records exist?  Our case management system captures name, address, phone number and email, if it exists, and is provided by the customers.
* Are there any past research studies conducted that you can share the results of?  Previous products/results are proprietary and we cannot share that information at this time.
* Is there a budget figure you have in mind for this project that you can share?  We are seeking a survey that would cost no more than $40,000/year, preferably.
* Can you elaborate on the number of customers you have so we know what the total base of customers looks like?  Also, the reason for asking about past studies was just to get an idea of the sample size.  Can you share what the expectations are around how large the audience might be or how many completed surveys you’ve received in the past? We currently have approximately 3000 customers.  The SSIL population is much smaller.  Previous sample size was at least 600 per survey.  We like a high return rate.
* Would it be allowable to substitute our experience in surveying consumer needs for the required sample of a satisfaction survey?  Yes.
* Are you asking for applicants to submit the questions used in a previous survey, or the resulting survey analysis report?  You could submit questions from a previous survey and add additional questions NHVR staff request, through the contract process.
* There are three separate surveys at a sample size of roughly 600 per survey for a total of 1800-2000 completed surveys?  I know you said there are 3000 customers in total so would we not be surveying some or some just won’t respond?  Also, is there a breakdown by study or are we to assume that across all three studies that there’s an even split?  The VR and SBVI surveys are typically done together.  We have far fewer individuals who are blind than in the general services program.  The OBIL population is also much smaller than 600.  Sample sizes would be much smaller.

For example:

VR Services – +/-600 completed surveys

SBVI Services – +/-600 completed surveys

OBIL Services – +/-600 completed surveys

Also, we noticed that essentially all methodologies are on the table.  Are there any that are preferred methods given the part or all of audience is visually impaired?   This would be up to the negotiations with our department and the capabilities of your agency.  We specialize in phone, digital, focus groups, and in-depth interviews.  I just wanted to make sure that these methods would be sufficient and we would not need to provide any special equipment for the audience to partake in certain cases.  Yes, I believe they would.

* Budget

Are indirect costs allowable, and if yes – is there a cap on the indirect rate?  They are allowable, but should be minimized, to allow for the funding to be directed towards the survey and results.

Is there a cost share required?  No.

Can we provide our latest audit and financial report instead of financial and bank statements for the past 6 months?  Yes.

* Contract period

The RFP states on page 1. that *The contract developed will be for the current and upcoming fiscal years (10/1/19-9/30/20 and 10/1/20-9/30/21)* but the schedule indicates that the contract begins on 1/1/2021. Please clarify the dates for the contract, and whether there is also a target end date for the work to be completed.   Yes, when we do customer satisfaction surveys we survey customers in the past.  Meaning, we may have closed their case in FY19 or FY20 and want their feedback on services for when they were a customer.

* Scope of work

Please confirm that the entity will be responsible for two cycles of surveys, or two cohorts of participants, beginning with a survey of customers served in federal fiscal year 2020 (October 1, 2019-September 30, 2020) which would begin at the start of the contract 1/1/21, and the second cycle or cohort includes customers served in federal fiscal year 2021 (October 1, 2020-September 30, 2021).  Yes, two surveys and cohorts of customers.

* Can you provide any additional detail about the quality of the VR customer contact information housed in the agency’s case management system, and specifically what percentage of cases have an email address for electronic outreach? This will help to determine the potential need for alternative methods of survey outreach and data collection.   Over half of our customers have email addresses in our system.
* Is there a budget ceiling or estimated number of hours for this contract?  We have been instructing interested parties that each survey should be less than $40,000.
* The Executive Summary (Section A) states that, “The contract developed will be for the current and upcoming fiscal years (10/1/19-9/30/20 and 10/1/20-9/30/21).” The Schedule (Section B) indicates 1/1/2021 as the estimated contract start date and Standard Contract Terms (Section C, p. 13) states that “The Term of the Contract will be for 2 years from the date of approval.” Would the Department please clarify the contract period?  Yes, when we do customer satisfaction surveys we survey customers in the past.  Meaning, we may have closed their case in FY19 or FY20 and want their feedback on services for when they were a customer.
* Section B-4 states “Proposals may be submitted by (U.S. Mail, delivery service, in person, electronic).” Can the department please confirm that electronic submissions will be accepted and if so, (1) should the submission be emailed to Lisa Hinson-Hatz at Lisa.Hatz@doe.nh.gov, and (2) will the four copies no longer be required?  Electronic submissions are accepted.