

LaborShed Survey RFP

RFP 309MD16701

Questions and Clarifications

1. Is it possible to receive answers to questions earlier than July 31st? Ideally, we would like to see answers to our questions as soon as possible.

Yes, questions should be asked as soon as possible.

2. With Covid-19 restrictions and precautions in place, would you consider electronic submission of the technical and cost proposal response via email in place of hard copies and a USB drive?

No.

3. What is your timeframe to begin the phone interviews after the contract is executed? The selected Contractor will need time to get the project setup and for training the interviewers.

Four weeks.

4. Page 13, 3.3 Cost Proposal: You are asking for any one-time and recurring costs to provide the services. For the recurring services, are you expecting to see a "fixed unit price per completed survey," or would variable pricing based on estimated number of hours be acceptable?

Fixed unit price. Cost per completed interview/survey.

5. Page 15, Section 4, under "Roles of the Agency" Bullet #1: It states, Average length of the interview is approximately 12 minutes. The current survey has experienced an actual interview time that is greater than the 12 minutes per interview earlier in 2020. Do you expect to have fewer questions for the survey in this contract to reduce the interview time to 12 minutes? Are all vendors to bid on the 12-minute specification and what recourse does the vendor have if the average timeframe exceeds 12 minutes?

No, the Agency does not expect to have fewer questions than were being used with previous contracts. Yes, all vendors are to bid with an expectation of a 12 minute survey. The vendor will be compensated per completed interview, not upon the length of time it takes to complete the interview.

The length of each interview will vary depending on the answers of the interviewee. The branching of survey questions will change regarding the employment status and likeliness to change/accept employment.

6. Page 15, Section 4, "Roles of the Agency", Bullet #5. It states, "The Agency will work with Contractor as needed to verify data and ensure accuracy." It seems most of these requests have to do with confirming the commuting distances from the zip code that the survey was required to be completed in, which can be time consuming.

Would appreciate if you could define the level of expectation regarding this requirement. What are the quantity and frequency of these requests? Is sampling by the contractor sufficient to verify the data and ensure accuracy?

The Agency expects the data collected to be accurate. The Agency will contact the contractor anytime there is a question with data quality while being cleaned and coded by the Agency. If the Agency finds data seems to be irregular, is not logical, or suspects data has been entered incorrectly, the Agency will notify the contractor and expects the contractor to review, correct, or replace if necessary. The quantity of data checks will vary depending on the quality and accuracy of the data being provided by the contractor.

The contractor should be reviewing, sampling and correcting the data prior to submitting to the agency. If there are systemic data errors, it is expected that all data be corrected or replaced prior to paying invoices for related data deliveries.

7. On page 17, Item 4.1.1.14, "Contractor shall allow Agency to add, subtract and modify questionnaire as needed per Campaign when requested." What is the frequency and number of question changes that are expected on an annual basis?

This will vary as needed. Typically, the changes come in the form of additions to the end of the survey instrument and are later removed. These change requests generally do not happen more than once or twice a year if at all.

8. On page 17, Item 4.1.1.16 you state, "The Contractor shall also maintain a toll-free telephone number for adult residents of the State of Iowa and its bordering states to call in order to participate in interviews." Can you provide more information about your expectations regarding this new specification? In addition, what is the expected volume of incoming calls so that we can plan staffing requirements?

The Agency would like the contractor to have an inbound call option for survey takers to either take the survey and/or leave their contact info for a representative to call them. The agency conducts a mailing to residential addresses asking them to take the survey online in addition to the phone survey. The agency would like to include that inbound phone number in their mailing to provide another option for respondents to take the Laborshed Survey.

The Agency does not have data on how frequently this option will be used as previous contractor/subcontractors did not provide this service.

9. Page 17, Item 4.2.5 Multi-language Interviews: Are you looking for the vendor to provide interviews in languages other than English or do you just want to know how the interviewer handles the call when they reach someone who cannot speak English?

The agency wants the contractor to be able to execute the survey for non-English speakers.

a. Do you want us to include pricing for interviews in languages other than English?

If the pricing is different for non-English speaking, please provide the cost for each language offered.

b. If yes, are there specific languages you would like included?

Spanish would be the first language option to be prioritized, but please include all available.

10. Page 17, Item 4.2.5 Optional Services: Currently, IWD is administering the Laborshed questionnaire online. Do you plan to continue to do so? Would you have any interest in outsourcing the online questionnaire to the Contractor at this time?

Yes, the Agency will continue to collect data with the Laborshed questionnaire online in tandem with the phone surveying. Outsourcing this online surveying may be possible or needed in conjunction for out-of-state online surveying.

11. On Page 17, you state that item 4.1.1.17, regarding providing you with a quarterly call dispositions list based on response rate calculations as recommended by AAPOR, is mandatory.

Then, in the Excel file named "IWD Attachment Scoring," you state at the top of the page that items 4.1.1.1 through 4.1.1.17 are pass/fail. However, Item 4.2.6 on this Attachment does not reference being able to provide the quarterly call disposition lists based on response rate calculations as recommended by AAPOR, but instead says that that the respondent needs to indicate whether they or third party vendor are a member of AAPOR. Can you please clarify whether you'll be scoring if the vendor/3rd party vendor is a member of AAPOR or the ability of the vendor/3rd party vendor to provide the disposition lists per the response rate calculations as recommended by AAPOR?

Yes, the Agency will be scoring on whether or not the bidding organization is a member of AAPOR.

Providing a quarterly call disposition to the Agency as recommended by AAPOR is a mandatory (pass/fail) technical requirement.

The respondents must provide quarterly dispositions to be considered. The respondent will also be scored for being a member of AAPOR.

12. In the "IWD Attachment - Campaigns by Year," you state that the maximum volume of required completed surveys for Collection Year 1 is estimated at 22,425 and the volume for Collection Year 2 is 20,625.

a. Do these volumes include the 6,000 interviews for the quarterly rolling statewide campaign?

Yes.

b. When we add up the volumes on the sheet from Column I for Collection Year 1, the total volume is only 7,475. We are not sure how you got to 22,425. Please explain.

The estimates provided are the maximum number of surveys to be completed per year without overlapping survey areas. With overlapping survey areas, the Agency will utilize a single survey in multiple areas if possible. This overlapping of areas will reduce the amount of surveys requested.

The agency cannot guarantee a specific number every year due to the change in overlapping survey areas and online survey participation.

c. Is there an average volume per year that you would like all vendors to use for the Cost Proposal?

Fiscal Year 2019 required 15,438 (11,694 individual community projects, 3,744 statewide project) completed surveys, and FY 2020 required 12,154 completed surveys (9,425 individual community projects, 2,729 statewide project). FY2020 only includes two quarters statewide data collection, not the full four quarters. It can be expected the total quantity needed statewide FY2020 will be similar to FY2019.

Based upon the previous quantities required, 16,000 completed surveys would be a fair annual estimate. Again, this quantity will change as community commuting areas change and online survey participation change.