

VENDOR QUESTIONS AND ANSWERS
Money Follows the Person (MFP) Quality of Life Survey Services
R-89-07-0924
Q & A period: February 27, 2009-March 13, 2009

Final Question and Answer Document

March 5, 2009

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Q1. I was wondering what level of PMI certification is necessary? I assume it's the PMP (Project Management Professional) level or above.

A1. **PMI certification of Project Management Professional (PMP) level or above is acceptable. ODJFS will accept a Project Manager with at least a Bachelor's Degree with at least 15 hours of coursework on leadership and project management principles and three or more years experience leading and directing project teams and delivering results within the project's defined schedule, budget and resource constraints.**

March 6, 2009

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Q2. Can you give us any guidance on the potential geographic make-up of the survey participants?

A2. **Eligible demonstration participants may be enrolled statewide.**

March 9, 2009

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International Management Services Corporation

Q3. Section VI Part C # 2: We would like to clarify the Project Manager Qualification requirement. Is it mandatory for the Project Manager to have a formal certificate and training from the Project Management Institute for this project? What if the assigned Project Manager has relevant Professional Master's degree and more than ten years of hands on experience but no PMI certification? Will the bid be disqualified? Please clarify.

- A3. Although Section VI., A., 10., of the RLB requires the assigned Project Manager (PM) to meet the qualification standards established by the Project Management Institute (PMI) to be a certified project manager and who has had at least three (3) years experience on projects of similar size and scope, ODJFS will accept a Project Manager with at least a Bachelor's Degree with at least 15 hours of coursework on leadership and project management principles and three or more years experience leading and directing project teams and delivering results within the project's defined schedule, budget and resource constraints.**

March 10, 2009

**Visobe Welch
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- Q4.** What is the scope of work in terms of geographic region for this grant? Is it statewide, or a specific regional location.

A4. Please refer to A2.

March 12, 2009

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- Q5.** Page 6, Chapter VI, Section A (Mandatory Vendor Qualifications) of the RLB says "In order to be considered for the project described in this RLB, ODJFS requires that interested vendors must meet, at minimum, all of the following mandatory qualification requirements. ODJFS will only consider proposals from vendors who have, at minimum: Assigned a Project Manager (PM) to the project who meets the qualification standards established by the Project Management Institute (PMI) to be a certified project manager; and who has had at least three (3) years experience on projects of similar size and scope. Vendors must supply documentation of project management certification and date when assigned PM achieved his or her PMI certification;

Is there any other qualification or combination of qualifications (e.g. education, training, experience) that vendor staff members can have other than a specific PMI certification that would satisfy this requirement?

A5. Please refer to A3.

- Q6.** Page 7, Chapter VI, Section C (Staff Experience and Capabilities) of the RLB says "Identify and assign staff member(s) who will be responsible for training survey administrators and who will complete formal training administered by ODJFS or their designee."

About how long would this training be expected to take? Is this training to be done in person or can it be done via teleconference or on-line?

A6. Training is expected to be completed in a half-day session (or less) and may be provided on-line and/or via teleconference.

Q7. Page 9, Chapter VII, Section B, First Paragraph of the RLB says "The selected vendor will be required to make contact with the participant to arrange the first of two follow-up interviews. The selected vendor will be required to conduct the interviews using the following schedule: 1). "First follow-up": About 11 months after the participant is discharged to the community, which for most enrollees will be shortly before their 365-day MFP participation period ends; and, 2). "Second follow-up": About 24 months after the participant is discharged to the Community".

Is the intent for the interviews to be administered on a continuous rolling basis?

Can you clarify the meaning of the table in Attachment A such that an estimate of the total completes per month can be derived?

A7. First and second follow up interviews will be conducted based on participants' enrollment date. Attachment A estimates are based on the time intervals following the projected initial enrollment dates.

Q8. Page 10, Chapter VII, Section B, Third Subsection (Where The Surveys Will Be Conducted) of the RLB says "the vendor representative has undergone HIPAA training and provides evidence that their background check has been satisfactorily completed."

Does this refer to a specific by ODJFS or will a vendor training program suffice?

Is this something that can be only done by key project staff or is it required of all project staff?

Is this an in person training?

A8. HIPAA training will be administered by the selected vendor to all project staff that will have access to participants and/or survey data. It is at the discretion of the selected vendor if their staff training is in-person. The selected vendor must ensure proper confidential handling of Protected Health Information (PHI) by all project staff.

Q9. Page 11, Chapter VII, Section C, Fourth Subsection (How the Surveys Will be Conducted) says "The selected vendor should attempt to conduct all surveys in person. However, telephone surveys, with in-person follow-up of non-respondents, would work for many participants for the two interviews. If in-person interviewing is used in general, ODJFS may allow the use of telephone interviews for participants who live in remote areas. ODJFS will track the percentage of interviews completed by phone and may at its discretion set a maximum limit on the allowable percentage of total completed interviews via telephone".

How clustered are respondents in the state geographically? Are they located in a few regions or all across the state?

What is the maximum proportion of phone completes that would be allowable?

What specific information is contained in the data files that the vendor will receive with respect to locating respondents? How up to date is the contact information?

A9. Eligible demonstration participants may be enrolled statewide. ODJFS will track the percentage of interviews completed by phone. At this time, the maximum limit on the allowable percentage of total completed interviews via telephone has not been established. The selected vendor will have access to specific and current contact information, including address and phone, as well as authorized representative information and case manager contact information.

Q10. Page 12, Chapter VII, Section C (Survey Reporting Requirements) of the RLB says "The selected vendor will be required to submit completed surveys to ODJFS in the format as specified by ODJFS. Once completed surveys have been approved by the Department, ODJFS will be responsible for submitting the surveys to MPRI and to CMS."

Does the ODJFS anticipate instances where completed surveys are NOT approved, and if so, what will be protocol there?

A10. Surveys that have insufficient percentage of responses completed will NOT be approved. Surveys will be reviewed for indications that the responses were not provided by the participant or their authorized representative. If a review is in question, and there is a lack of evidence of the proper respondent's participation, the survey may not be approved.

**THIS CONCLUDES THE QUESTION & ANSWER DOCUMENT
FOR ODJFS RLB#: R-89-07-0924.**