



*Delaware Health  
And Social Services*

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**DIVISION OF MANAGEMENT SERVICES**

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PROCUREMENT

DATE: December 20, 2012

HSS 12 037

BEHAVIORAL RISK FACTOR SURVEILLANCE SYSTEM (BRFSS)  
INTERVIEWING SERVICES

FOR

DIVISION OF PUBLIC HEALTH

Date Due: January 30, 2013  
11:00AM

ADDENDUM # 1

Please Note:

THE ATTACHED SHEETS HEREBY BECOME A PART  
OF THE ABOVE MENTIONED BID.

Responses to questions addressed at the pre-bid meeting on  
December 20, 2012 are attached.

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Questions from Potential Bidders  
For Pre-Bid Meeting December 20, 2012  
RFP # HSS 12-037  
Delaware Behavioral Risk Factor Surveillance System

1. Pre-Bid Meeting, page 5 – Is it possible for bidders to attend the pre-bid meeting via telephone? If so, please provide a call-in number.

**Answer: At this time, it is not possible to participate in the pre-bid meeting via conference call. However, it is not a mandatory pre-bid meeting, you do not have to attend to be eligible to bid on this RFP. All questions asked and all answers given will be posted as an addendum to the RFP on the RFP website on or before January 2, 2013.**

2. Section I.A, page 7 - “The annual sample size is approximately 4,500 adults, age 18 and older” and Section I.B, Page 8 - “...a sample size of approximately 5,000 adults, age 18 and older”. Can you please clarify the sample size?

**Answer: Our sample size has been about 4,500 for the past few years, however, as we move into the new contract we want to increase the sample to at least 5,000, primarily by increasing the stratum for the City of Wilmington.**

3. Section II, page 9 - What is the 2012 average interview length?

**Answer: The 2012 questionnaire was about 118 questions, and averaged between 20 and 25 minutes to conduct. The questionnaire is available online on the BRFS page of the DPH web site:  
<http://www.dhss.delaware.gov/dhss/dph/dpc/files/de2012questionnaire.pdf>  
The 2013 questionnaire will be about 130 questions.**

4. Section II, page 9 - What is the average number of completed landline interviews per hour in 2012?

**Answer: Average about .85 per hour for landline phones.**

5. Section II, page 9 - What is the average number of completed cell phone interviews per hour in 2012?

**Answer: Average is about .69 per hour for cell phones.**

6. Section II, page 9 - What is the 2012 landline response rate?

**Answer: [We don't have final quality control reports for 2012; but through the first eight months, our CASRO response rate was 32.4% for cell phone interviews, and 42% for landline interviews. This was down a bit from previous**

**years, but expected in an election year.] If you conduct the BRFS or surveys with similar methodology in other states, please include your current response rate(s) for those states in your proposal.**

7. Section II, page 9 - What is the target number of landline and cell phone interviews in 2012?

**Answer: The target for 2012 was 4,500 completes, with about 20% of the total from cell phones. The total target for 2013 is 5,000 completes, with about 25% of those being cell phone only or primarily cell phone households. N=~1,250 cell phone interviews; and ~3,750 landline interviews.**

8. Section II, page 9 - Will the survey be conducted in any language other than English? If so, what additional languages will be included?

**Answer: Yes, Spanish.**

9. Section IV.D, page 16 – may information we consider proprietary, other than financial information and organization charts, be marked as confidential?

**Answer: Yes, you can include a separate CD and separate hard copy section of information you consider proprietary, clearly marked “Confidential.”**

10. Section V, page 18 - What is the 2012 contract value?

**Answer: \$192,421.**

11. Section V, page 18 - “Vendor will submit a line item budget, for each contract year...” As Length of Contract is defined in Section III.A. as “1 year with the possibility of renewal for up to 4 additional years,” please clarify whether we are to submit pricing for one contract year or five contract years.

**Answer: Bidders need to submit a budget *only for year 1*. Future contracts in the 5-year project period will be negotiated based on available funding.**

12. Section VI.Q, page 22 - The 2013 contract has a start date of April 1. Is the expectation that the total number of completed interviews for 2013 will be collected between April and December, or will a quarter of the interviews for 2013 already have been conducted in January through March?

**Answer: The survey is conducted and analyzed on a calendar year basis; so on April 1, the first quarter of 2013 data will already have been collected by our current contractor. However, bidders will need to submit a budget for 12 months, which will include the first quarter of 2014.**

13. Per Section V (p. 18) of the RFP, “vendor will submit a line item budget, for each contract year,…” The Budget Summary Form provided in Appendix A includes Total Budget and Cost Per Completed Interview calculations. As we will be conducting both landline and cell phone interviews, please clarify whether the Cost Per Completed Interview is to be calculated separately for landline interviews and for cell phone interviews or if we are to provide one calculation based on a defined landline/cell proportion.

**Answer: Please calculate cost per completed interview *separately* for landline completes and for cell phone completes.**

14. General: Who is the incumbent?

**Answer: The Center for Applied Demography and Survey Research at the University of Delaware**

15. General: What is the number of completed landline interviews per hour in 2012? What is the number of completed cell phone interviews per hour in 2012?

**Answer: [See responses above.]**

16. General: What type of contract is this (i.e., fixed price, time and materials)?

**Answer: Fixed price.**

17. Page 7. For costing purposes, should we assume 20% cell phone for the renewal years as well as the initial year?

**Answer: No. The 20% is low, based on current estimates of cell phone only coverage in Delaware. We would actually like the 2013 cell phone sample to be closer to 25%, and the percentage is likely to increase in future years.**

18. Page 9. II. What non-English languages are necessary for the interview? What percentage of landline and cell phone interviews were conducted in each language in 2012?

**Answer: Spanish. The percentage of Spanish language interviews varies from a little over 1% to a maximum of 2.5% of the sample per month. CDC provides the Spanish language questionnaire, and we will translate the state-added questions.**

19. Page 9. II. Will the cell phone sample be stratified? If so, please describe.

**Answer: No. The sample we received through CDC has not provided stratification for cell phone numbers. They are later added to the various strata**

**during analysis, based on county and/or Zip Code identifiers. If stratified sample becomes available, we will request it.**

20. Page 18. V. For how many years is a line item budget required? The initial year only or for all the possible contract renewal years as well?

**Answer: Only for the first contract year [see response above].**

21. Page 18. VI.A. Are financial records required to be submitted with the proposal? If so, what is the nature of the records (i.e., financial statements)?

**Answer: Financial records are not required. If you choose to submit financial statements, they should be in the section labeled “confidential” along with any proprietary information.**

22. Will both the landline and cell phone interviews include the core questions, selected modules, and state-added questions?

**Answer: Yes.**

23. Will incentives be offered to cell phone respondents? What type/amount of incentive will be used?

**Answer: No incentives have been used in the past, and we will not use incentives during this contract.**

24. Will pre-notification letters be sent to targeted landline respondents? If so, will the DPH provide its letterhead and outgoing envelopes or will the vendor be required to replicate DPH stationery?

**Answer: This is something we’re considering, but is not a requirement of the current RFP. If additional funds become available and/or action is needed to increase response rates, this may be added in the future—either in future contracts or as an amendment to this contract.**

25. Will follow-up mail surveys be sent to non-responders?

**Answer: We have no plans to conduct a mail follow-up.**

- a. If so, will the state provide its letterhead and outgoing envelopes?

**Answer: No.**

- b. Are non-responder surveys being utilized in 2012?

**Answer: The Delaware BRFSS participated in the 2012 test of online follow-up for non-responders. This may be continued in 2013, but is not part of the RFP because we did not know if CDC would continue the online follow-up testing.**

26. Will follow-up reminder postcards be sent to non-responders? Are postcards being utilized in 2012?

**Answer: See answer to Q. 25, we used postcards for non-responders in the online follow-up trial.**

27. Should the budget assume the need for Spanish language interviewing and translation (for questions not translated by CDC)? If so, can you tell us approximately what percentage of total interviews required a Spanish language survey thus far in 2012?

**Answer: Only a small percentage of our interviews, as mentioned above, were in Spanish. But you should assume the need for Spanish language interviewing. The Division of Public Health will provide translation for our state-added questions, and CDC will provide the Spanish questionnaire for the core and modules.**

28. Please confirm that the Asthma Call Back Survey will not be part of this project.

**Answer: We are *not* conducting an asthma call-back survey.**

29. Please elaborate on the evaluation criteria listed under Methodology Proposed, item d) builds on existing work of the Division's planning efforts.

**Answer: This is a generic part of our judging criteria, and if you follow the guidelines of the RFP you will be building on the Division's planning efforts, which include priorities about data collection, behavioral health promotion and disease prevention, and a focus on health equity and health reform.**

30. Budget and Related Forms: Given that the contract will begin April 1, is the budget for year one to be based on data collection for 9 months (April through December 2013) or 12 months of data collection? Please confirm the total number of interviews to be reflected in the budget.

**Answer: The contract will start on April 1, 2013, and run through March of 2014. Your budget will be a 12-month budget, therefore, including the first quarter of 2014. Total interviews, as described above, will be ~5,000.**

31. The RFP calls for a budget for each contract year – is this meant to include budgets for each possible renewal for up to 4 years? If so, please confirm the total number of interviews to be reflected in the budget for each year.

**Answer: We only need a budget for the contract year, the first year of the five-year period (4-1-2013 to 3-31-2014).**

32. Current Contract Information: How long has the University of Delaware been the BRFS contractor for the state of Delaware?

**Answer: Since 1990, when Delaware first joined the BRFS System. The increasing size of the contract now requires us to issue the RFP and utilize the RFP process for selecting a vendor.**

33. How many landline and cell phone interviews will be conducted in 2012? What is the average length of the landline and cell phone interviews in 2012?

**Answer: Please see response to Questions 3 and 7. The target for 2012 was 4,500 completes, with about 20% of the total from cell phones.**

34. Can you tell us the cost per Interview for landline and cell phone interviews in 2012?

**Answer: Our landline cost per interview was about \$42, and our cell phone cost per interview was at \$68.**

35. There was a question at the pre-bid meeting about Appendices B (the Budget Worksheet) and H (the Monthly Usage Report). The question was whether these forms would be required as part of the contract, or could they be changed?

**Answer: Appendix B is designed to collect budget information from all bidders in the same format for better comparison. After budget negotiations with the selected bidder, the actual contract budget may be in a different format and amounts may change. Appendix H is a generic appendix for all State of Delaware RFPs, and some of the categories are not appropriate for a fixed price contract like this will be. Again, the Division will negotiate with the selected contractor on a more appropriate format for reporting.**

36. Will Delaware accept normal commercial pricing from bidders (i.e. time-and-materials rates) to build the cost proposal? This would allow the most efficient and lowest cost to Delaware by utilizing the competitive market place for these services instead of cost build-up and additional fees. For example, many companies' commercial services rates are based on General Services Administration (GSA) schedule rates. These rates have been reviewed and deemed them fair and reasonable for work with federal governmental agencies, such as the Centers for Disease Control and Prevention.

**Answer: Yes. Provide us with your best budget, using the generic format in the RFP appendices, with a budget justification.**

37. We seek clarification on the use of temporary employees hired through a staffing services agency. Technically, there is a contractual relationship with this third party and they could, therefore, be considered a subcontractor. However, in practice the temporary staff interviewers are selected, trained and managed by the prime contractor conducting the data collection including the prime's quality assurance practices; and not by the staffing service, even though the staffing service is the "employer of record." This arrangement has been used on numerous CDC survey projects, and has proven to be a cost effective and efficient way to manage data collection costs. Will Delaware consider this business relationship as an allowable "subcontractor" for purposes of this solicitation?

**Answer: Because the contractor will be starting after the first quarter of the calendar/survey year, the selected contractor needs to be able to "hit the ground running" without any gaps in data collection. Therefore, we would prefer that the selected contractor use staff interviewers with experience in administering the BRFSS or a similar survey using similar methodology. There will not be time for adequate training of temporary employees.**