



Solicitation Information

April 24, 2014

Addendum #1

RFP # 7548637

TITLE: SURVEY ADMINISTRATION, MARKETING & OUTREACH – “SURVEY WORKS”

Submission Deadline: May 2, 2014 @ 10:30 AM (Eastern Time)

ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES. NO FURTHER QUESTIONS WILL BE ANSWERED.

**Gail Walsh
State of Rhode Island
Division of Purchases**

Vendor A

1. Who are the previous and current vendors and how long did they have the contract?

A: WestEd is the current vendor. This vendor's contract began 11/1/2009 and ends 6/30/2014.

2. Did this vendor create the original 1997 surveys and website?

A: No

3. Is this firm(s) able to bid on this RFP?

A: Yes

4. Is this firm also the vendor for the companion *InfoWorks!* website?

A: No. The Providence Plan is the current InfoWorks vendor.

5. What was total amount charged per year under the previous contract for *SurveyWorks!?*

A: The current budget is approximately \$300,000/year. Subsequent years' activities are subject to the availability of funding.

6. How long has the current *SurveyWorks!* site design and functionality been in place?

A: The full SurveyWorks suite has been in place since the 2010-11 school year.

7. What has been the level of participation in the survey by students, teachers and parents -- as individual groups, for each of last five years?

A: Rates for the past three years are below.

Rates	Elem S Response	Middle S Response	High S Response	Teacher Response	Parent Response
2014	92.5	91.4	80.4	43.5	17.5
2013	92.6	89.3	77.7	47.8	29.1
2012	88.3	90.6	79.6	49	17.6

8. Re: above question, is the RIDE satisfied with these participation numbers?

A: RIDE is satisfied with the student rates. RIDE is most concerned about the low parent participation rates.

9. What does the RIDE want to see done differently or better than before?

A: More direct access with the field and on-site management of survey administration were limited. RIDE is also interested in more dynamic schools and district reports.

10. Does the RFP process require any change in parameters from the current survey process? (Change in parameters = change in instrumentation; change in format of data collection; change in populations to be surveyed.)

A: No, but RIDE would be interested in proposals that propose a more efficient process.

Vendor B

1. If the selected vendor is other than the incumbent, will existing online survey programs and other survey software be transferred to the new vendor? Would a new vendor need to program surveys without use of existing survey programs?

A: The survey belongs to RIDE. The software is a commercial product that is utilized by the vendor. It would be the choice of the awarded vendor to choose the survey software.

2. According to the RFP, the expectation is that the surveys be administered in the fall. With a proposed start date of August 1, is there an expectation that current surveys be used, with potential minor revisions, or is there an expectation that there be major revisions in the survey for administration in the fall?

A: There will not be major revisions after August 1st.

3. There are several references in the RFP to telephone surveys. Are surveys expected to be implemented via telephone? What are RIDE's expectations regarding the use of telephone surveys?

A: The willingness to propose a methodology for conducting telephone surveys is encouraged. To date, RIDE has not utilized this method but reserves the right to consider such an option.

4. The RFP refers to at least 4 Focus Groups that need to be conducted after survey completion each year. If a new vendor is identified, is it expected that the new vendor conduct focus groups this summer, prior to survey implementation in the fall based on the surveys that were previously administered by the incumbent? Or is it an expectation that focus groups be held after the first year's implementation of the surveys.

A: Focus groups held this summer would be conducted by RIDE. The vendor would be responsible for focus groups following survey administration.