



STATE OF TENNESSEE
Department of Finance and Administration, Division of TennCare
REQUEST FOR PROPOSAL # 31865-00634
AMENDMENT 1 FOR LTSS SATISFACTION & CULTURE SURVEYS

DATE: March 17, 2023

RFP # 31865-00634 IS AMENDED AS FOLLOWS:

- This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.**

EVENT	TIME (central time zone)	DATE
1. RFP Issued		February 8, 2023
2. Disability Accommodation Request Deadline	2:00 p.m.	February 13, 2023
3. Pre-response Conference	1:00 p.m.	February 16, 2023
4. Notice of Intent to Respond Deadline	2:00 p.m.	February 17, 2023
5. Written "Questions & Comments" Deadline and Organizational Conflict of Interest Deadline	2:00 p.m.	March 2, 2023
6. State Response to Written "Questions & Comments"		March 17, 2023
7. Response Deadline	2:00 p.m.	April 13, 2023
8. State Completion of Technical Response Evaluations		May 11, 2023
9. State Schedules Respondent Oral Presentations		May 15, 2023, through May 16, 2023
10. Respondent Oral Presentations		May 23, 2023, through May 26, 2023
11. State Opening & Scoring of Cost Proposals	2:00 p.m.	June 1, 2023
12. Negotiations (optional)		June 5, 2023, through June 7, 2023
13. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection		June 21, 2023
14. End of Open File Period		June 28, 2023
15. State sends contract to Contractor for signature		June 30, 2023
16. Contractor Signature Deadline		July 10, 2023

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

No.	RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
1.	A.5	Page 40	The RFP states that "The Contractor shall send notice of these webinars, by mail or electronic delivery, to participating nursing facilities by September fifteenth (15th) each year." Is there a possibility to work with the state to adjust this timeframe? In our experience the proposed time-frame of survey administration (January) does not yield the highest response rates.	There is no flexibility in the timeframes.
2.	A.9	Page 40	What is the median number of eligible residents who were sent a survey in 2022 (or another recent year) per facility, across all facilities?	The median number of eligible residents across 174 facilities who participated in the survey for 2022 was 34.
3.	A.9	Page 40	What is the median number of staff questionnaires that were ordered in 2022 (or another recent year) per facility, across all facilities?	The median number staff questionnaires ordered in 2022 across 168 facilities was 94.
4.	A.9	Page 40	What is the median number of family member surveys sent in 2022 (or another recent year) per facility, across all facilities?	The median number of family member surveys sent in 2022 across 166 participating facilities was 50.
5.	A.9	Page 40	What is the median number of resident surveys returned in 2022 (or another recent year) per facility, across all facilities? Overall and by response mode?	The median number of resident surveys returned in 2022 was 25. We do not have access to a breakdown of the modes.
6.	A.9	Page 40	What is the median number of staff surveys returned in 2022 (or another recent year) per facility, across all facilities? Overall and by response mode?	The median number of staff surveys returned in 2022 was 52. We do not have a breakdown of the modes used.
7.	A.9	Page 40	What is the median number of family member surveys returned in 2022 (or another recent year) per facility, across all facilities? Overall and by response mode?	The median number of family members surveys returned was 10. We do not have a breakdown of the modes used.
8.	A.11	Page 40	The current QuILTSS survey does not appear to be administered by phone. Is it the intention of the state to add phone as a survey response option? Or should contractors plan and price web and paper options only?	Yes, as stated in Pro Forma Section A.11. the Contractor must offer methods of administration, including but not limited to, electronic, phone, and paper which means that the plan and price should include those methods at a minimum.
9.	General	General	Does the state intend to continue to administer the same survey tools or use those being provided by the successful contractor?	The Contractor will provide the survey tool to the facilities.
10.	5.2.1.5	Page 15	Does the state anticipate oral presentations to be completed in person or virtually?	Oral Presentation will be virtual via Microsoft Team Meetings in accordance with the RFP Schedule of Events.
11.	General	General	Who currently holds the contract?	National Research Corporation dba NRC Health https://www.tn.gov/content/dam/tn/tenncare/documents2/NRCHealth901.pdf

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12.	General	General	Oral presentations are required, May 23rd-26th, are these in person?	Please see response to question 10.
13.	General	General	What is the current end-user portal being used for the Survey	Results are communicated directly to the end users. A portal had been used in the past, but this has been sunset.
14.	General	General	Can you please clarify if we are able to redline the contractual documents provided in the RFP?	No, please see RFP Section 3.3 – Response & Respondent Prohibitions. A respondent may not submit redlines as part of their response to this solicitation.
15.	General	General	How much was the contract for the last vendor?	Please see the following link: https://www.tn.gov/content/dam/tn/tenncare/documents2/NRCHealth901.pdf
16.	General	General	If we win the contract, do we get paid by the state or will we get paid through each facility? How does that work?	Compensation will be provided by the State per facility for completed surveys.

3. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.