

ETI0006 Question and Answers Set 1

- (1) Section B is limited to 5 pages for response. Does this mean a 5-page limit to respond to **BOTH** Part 1.0 and Part 2.0 of Section B? **Department Response:** The five-page limit is an error, please disregard. Please follow the instructions in Section A Part 2.4 c for responding to Section B requirements.
- (2) Section B, Part 1.0, provision c, asks for resumes. Are the resumes part of the 5-page limit then, or can they be their own tab? **Department Response:** Per the response to question #1 above, please disregard the five-page limit. Resumes should be placed in tab 3 per the instructions provided in Section A Part 2.4 c.
- (3) Section C does not specify a page limit for response; can we assume no page limit here? **Department Response:** Please follow the instructions in Section A Part 2.4 d for responding to Section C requirements.
- (4) NOTE: Section B, Part 1.0 is missing "provision e" in the RFB. **Department Response:** Thank you. We acknowledge this as a numbering error.
- (5) Does the stated three years experience with large complex CAHPS projects (Section A, Part 1.1) pertain to the vendor specifically or to members of the vendor's staff and/or sub-contractors? **Department Response:** Section C, Part 1 c defines key staff as "the principal supervisory, project management staff and analysis and reporting staff". The three-year experience (or NCQA certification per Section A, Part 1.1) requirement applies to the key staff that will be involved with the CAHPS element of these functions, regardless of whether the key staff member is part of the vendor's staff or that of a sub-contractor.
- (6) Similarly, does the requirement of a reference from a client "for whom you have conducted a complex multi health plan CAHPS survey" (Section B, Part 1.0, i) pertain to the vendor specifically or to members of the vendor's staff and/or sub-contractors? **Department Response:** This provision applies to any key staff as identified in Section C, Part 1 c, regardless of whether identified key staff are part of the vendor's staff or that of a subcontractor.
- (7) Will the NCQA's Quality Compass, as referenced Section A, Part 1.1, Study Description, be provided to the selected vendor? **Department Response:** No, the vendor will provide NCQA's Quality Compass benchmarks to the Department. Per Section C, Part 1 (u) 8, the vendor will provide the Department with analysis that includes the current year's Quality Compass benchmarks.
- (8) Does the Security and Privacy provision as outlined in Section B, Part 2.0, c, pertain to vendor protecting such stated information from employees of WI ETF? **Department Response:** The vendor should sufficiently de-identifying information provided to the Department so that Department cannot easily identify the respondents.

(9) Item r on page 19 of the RFB says "Produce reports on the relationship of various survey results upon request from the Department." Can you please clarify or provide examples of what some of these reports may be? **Department Response:** The Department conducts most of its own statistical research. In order to minimize the requests for ad hoc reports, the Department will work with the vendor to modify standard reports that the vendor already produces for other clients. The comprehensiveness of a vendor's standard reports could affect how much additional analysis may be requested. Occasionally, the vendor can expect that ETF may have ad hoc requests based on anomalies in the data or questions from health plans. In the past, the Department has not asked vendors for much more additional research beyond summary information by health plan and analysis as described in Section C. Part 1 (q).