

# **REQUEST FOR PROPOSALS**

## **ADDENDUM # 1**

**ISSUED: 04/02/2013**

**RFP NUMBER: CSP906213  
INDEX NUMBER: AGE001**

The State of Ohio, through the Department of Administrative Services, Office of Procurement Services, for the Ohio Department of Aging is requesting proposals for:

Ohio Long-Term Care Resident Satisfaction Surveys

Attached are pages 1 and 3 to this Request for Proposal (RFP). Remove the corresponding page(s) from the existing RFP and replace with the attached.

Reason for Addendum. This addendum is issued to correct the listed agency.

**PROPOSAL DUE DATE:  
OPENING LOCATION:**

**April 12, 2013 by 1:00 PM  
Department of Administrative Services  
General Services Bid Desk  
4200 Surface Road  
Columbus, Ohio 43228-1395**



## REQUEST FOR PROPOSAL

RFP NUMBER: CSP906213  
INDEX NUMBER: AGE001  
UNSPSC CATEGORY: 80140000, 80141500

The state of Ohio, through the Department of Administrative Services, Office of Procurement Services, on behalf of the Ohio Department of \*Aging is requesting Proposals for:

### Ohio Long-Term Care Resident Satisfaction Surveys

**OBJECTIVE:** The purpose of this project is to complete a statistically valid survey of residents of nursing homes and residential care facilities in Ohio. The survey will be conducted at each facility in Ohio through face-to-face interviews and will be conducted using sampling methodology, survey protocols, cognitive screening methodology, and survey items provided by ODA.

RFP ISSUED: March 15, 2013  
INQUIRY PERIOD BEGINS: March 15, 2013  
INQUIRY PERIOD ENDS: April 5, 2013 at 8:00 AM  
PROPOSAL DUE DATE: April 12, 2013 by 1:00 PM

Offeror must submit both a "Technical Proposal" and a "Cost Proposal" as a part of its Proposal package. These are two separate components which shall be submitted in separate sealed envelopes/packages, clearly identified on the exterior as either "Technical Proposal" or "Cost Proposal" with the respective RFP Number and due date on each. Offeror must submit this signed cover page with its technical Proposal.

Submit Sealed Proposals to:

Department of Administrative Services  
Office of Procurement Services  
Attn: Bid Desk  
4200 Surface Road  
Columbus, OH 43228-1395

Note: Please review the [Proposal Instructions](#) on our Web site.

<b>Offeror Name and Address:</b>  _____  _____  _____  _____  E-Mail Address: _____  Phone Number: (        ) _____ - _____, Ext. _____	<b>Name/Title:</b>  _____  _____  Signature: _____  By submitting a response to this RFP, and signing above, Offeror acknowledges, understands and agrees to comply with the RFP requirements and confirms all the instructions and links have been read and understood.
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\*Indicates change.

## 1.0 EXECUTIVE SUMMARY

1.1 INTRODUCTION This is a Request for Competitive Sealed Proposals (RFP) under Section 125.071 of the Ohio Revised Code (ORC) and Section 123:5-1-08 of the Ohio Administrative Code (OAC). The Department of Administrative Services (DAS), Office of Procurement Services, on behalf of the Ohio Department of \*Aging (the Agency), is soliciting competitive sealed proposals (Proposals) for \*Ohio Long-Term Care Resident Satisfaction Surveys. If a suitable offer is made in response to this RFP, the state of Ohio (State), through DAS, may enter into a contract (the Contract) to have the selected Offeror (the Contractor) perform all or part of the Project (the Work). This RFP provides details on what is required to submit a Proposal for the Work, how the State will evaluate the Proposals, and what will be required of the Contractor in performing the Work.

This RFP also gives the estimated dates on page one, for the various events in the submission process. While these dates are subject to change, prospective Offerors must be prepared to meet them as they currently stand.

## 1.2 CONTRACT PERIOD

Once awarded, the term of the Contract will be from the award date through June 30, 2015. The State may solely renew all or part of this Contract at the discretion of DAS for a period of one month and subject to the satisfactory performance of the Contractor and the needs of the Agency. Any other renewals will be by mutual agreement between the Contractor and DAS for any number of times and for any period of time. The cumulative time of all mutual renewals may not exceed four (4) years and are subject to and contingent upon the discretionary decision of the Ohio General Assembly to appropriate funds for this Contract in each new biennium.

## 1.3 BACKGROUND

The Ohio Long-Term Care Consumer Guide, on the Web at [www.ltcoho.org](http://www.ltcoho.org), provides a wide range of information and resources to assist consumers in identifying and selecting long-term care services and providers. The Consumer Guide includes detailed information about Ohio's residential care facilities and nursing facilities, including nursing homes, skilled nursing home units of hospitals and county homes certified to receive Medicare and Medicaid reimbursement. Information about these facilities includes facility size, location, services offered, customer satisfaction data, regulatory compliance performance data and Quality Measures data from the Centers for Medicare and Medicaid Services (CMS). The Consumer Guide data allows for the comparison of data on nursing and residential care facilities.

There are many challenges involved in obtaining consumer information from a population of older adult citizens, many with disabilities and/or cognitive impairments. However, researchers attempting to survey these long-term care consumers have found that:

- A. Residents with cognitive impairments can provide reliable input about the services they receive;
- B. Face-to-face interviews help to compensate for the difficulties imposed by disability and cognitive impairment; and
- C. Residents are willing to provide input about their services if they understand that confidentiality will be maintained.

Ohio Revision Code sections 173-45 through 173-49 and 3721.121 and Administrative Code sections 173-45-01 to 173-45-09 govern the operation of the Ohio Long-Term Care Consumer Guide and are available at the follow site: <http://codes.ohio.gov/>.

The customer satisfaction data posted on the Consumer Guide include results of the 2012 Nursing Home Family Satisfaction Survey and 2011 Nursing Home and Residential Care Facility (RCF) Resident Satisfaction Survey. The Resident Satisfaction Survey addressed by this RFP will be included on the Consumer Guide when it becomes available. The two nursing home satisfaction surveys required by the ORC are used by the Ohio Medicaid Agency (OMA) as critical pieces of the quality incentive criteria on which nursing home quality incentive Medicaid reimbursement is based.

1.3.1 **OBJECTIVES.** DAS has the following objective that it wants this Work to fulfill, and it will be the Contractor's obligation to ensure that the personnel the Contractor provides are qualified to perform their portions of the Work:

The Contractor must complete a statistically valid survey of residents of nursing homes and residential care facilities in Ohio. The survey will be conducted at each facility in Ohio through face-to-face interviews and will be conducted using sampling methodology, survey protocols, cognitive screening methodology, and survey items provided by ODA.

The Contractor will be required to:

1. Recruit and train interviewers to administer the survey.
2. Provide ODA with a schedule of the survey locations and updates to the schedule throughout the project.
3. Develop and produce any necessary forms, materials and or documents necessary for implementing the survey, including but not limited to the data collection tool, consistent with ODA requirements.
4. Collect and record the responses of residents to the survey and other required data.
5. Compile the collected data.

\*Indicates change.