

**OAAS CONSUMER EXPERIENCE SURVEY PROPOSAL SUBMISSION
AND EVALUATION REQUIREMENTS**

PROPOSER NAME:

THE PROPOSER MUST COMPLETE THIS FORM AND SUBMIT IT WITH THE PROPOSAL.

In responding to this RFP, the Proposer should adhere to the specifications outlined in Section III of the RFP. The proposal should address all requirements listed in this appendix and should provide, in sequence, the information and documentation as required.

The Proposer should complete only the first column of this form to provide an index referencing the location of your response to each item listed (page and section number). This completed form should be included as Appendix A of your proposal. The DHH Proposal Review Team will review the proposer's response to the RFP as outlined in this evaluation tool. The review team will be comprised of state employees. The review, including but not limited to, an assessment of the compliance with specifications and provisions of the RFP, the quality, feasibility, and reasonableness of the proposal, will be the basis for the scoring of the proposal.

Any contract resulting from this RFP process shall incorporate by reference the respective proposal responses to all items as a part of said Contract.

NOTICE: The department reserves the right to conduct its own research and/or consult with contracted subject matter experts in order to verify and assess the information presented.

All Mandatory Requirements listed here must be included in the proposal. The DHH Division of Contracts and Procurement Support will review the proposal to determine if the Mandatory Requirement Items (below) are submitted and complete and mark each with included or not included.

Page # of Response in Proposal	<p style="text-align: center;">PART I</p> <p style="text-align: center;">MANDATORY REQUIREMENTS</p> <p style="text-align: center;">Any proposal submitted without all mandatory requirements will be disqualified from the evaluation process immediately.</p>	Included	Not Included	Score
	<p>1. Provide the Proposal Certification Statement (Appendix A) completed and signed, in the space provided, by an individual empowered to bind the Proposer to the provisions of this RFP and any resulting contract. The Proposer must sign the Proposal Certification Statement without exception or qualification.</p>			NA
	<p>2. Provide a statement signed by an individual empowered to bind the Proposer to the provisions of this RFP and any resulting contract guaranteeing that there will be no conflict or violation of the Ethics Code if the Proposer is awarded a contract. Ethics issues are interpreted by the Louisiana Board of Ethics. (See Section III.C of the RFP.)</p>			NA

POINT SYSTEM: Each question will be evaluated using a point system that rates each question from 0-3. The proposer must achieve a minimum threshold by which a reviewer can clearly determine that the proposer has met the requirements of the RFP to be scored above a zero. Then a determination is made as to how complete or successful the response (1 or 2 or 3) is.

The points awarded for each question will be multiplied by the weights indicated on the form to arrive at the score for the question.

When responding to questions regarding your experience and/or practices in other states or under other contracts, include supporting data when available. Failure to do so will be considered in scoring.

Page # of Response in Proposal		Weight	Weight X 3 = max possible score	Score
	PART II			
	Corporate Experience			
	<p>3. Describe your experience in administering consumer experience surveys. Include how long you have been performing services required by this RFP, the contract location(s), number of surveys performed, and contract scope.</p>	2	6	
	<p>4. Provide a listing of all of your organization’s contracts for administration of surveys within the last two (2) years (including your parent organization, affiliates, and subsidiaries); or</p> <p>For each contract identified, provide: the trade name, a brief description of the scope of work, the duration of the contract, the contact name, email and phone number for the contract monitor, the number of participants and the population types, and the role of major subcontractors, if any.</p> <p>DHH/OAAS may contact references and monitors for additional information that will be used in evaluating this proposal.</p>	1	3	
	<p>5. For any of your organization’s contracts listed in response to Question 4, has the other contracting party notified the Proposer that it has found your organization to be non-compliant with and/or in breach of the terms of your contract? If yes: (1) provide a description of the events concerning the non-compliance and/or breach, specifically addressing the issue of whether or not it was due to factors beyond the Proposer’s control. (2) Was a corrective action plan (CAP) imposed? If so, describe the steps and timeframes in the CAP and whether the CAP was completed. (3) Was a sanction imposed? If so, describe the sanction, including the amount of any monetary sanction (e.g., penalty or liquidated damage) (4) was the breach the subject of an administrative proceeding or litigation? If so, what was the result of the proceeding/litigation?</p> <p>Include your organization’s parent organization, affiliates, and subsidiaries in this response.</p>	1	3	

Page # of Response in Proposal	PART II (Continued from Previous Page) Corporate Experience	Weight	Weight X 3 = max possible score	Score
	6. State whether or not your organization is currently the subject or has recently (within the past two (2) years) been the subject of a criminal or civil investigation by a state or federal agency. If your organization has recently been the subject of such an investigation, provide an explanation with relevant details and the outcome. If the outcome is against your organization, provide the corrective action plan implemented to prevent such future offenses.	1	3	
		Total Possible Score for Part II	15	Score

Page # of Response in Proposal	PART III Organizational Structure	Weight	Weight X 3 = max possible score	Score
	7. Provide a narrative description of the proposed project team, its participants, and organizational structure along with an organization chart for this contract (marked as Chart A). Indicate the FTE for each position / role dedicated to this contract.	2	6	
	8. Provide resumes for any identified staff or if no one has been identified, outline qualifications for key personnel. Resumes should include experience with proposer; previous experience in projects of similar scope and size; and educational background, certifications, licenses, special skills, etc. If subcontractor personnel will be used, the proposer should clearly identify these persons, if known, and provide the same information requested for the proposer's personnel.	2	6	
		Total Possible Score for Part III	12	Score

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Page # of Response in Proposal	PART IV Project Execution	Weight	Weight X 3 = max possible score	Score
	9. Describe your organization’s experience surveying the elderly or adults with physical disabilities, if any, and how this experience will enable you to successfully meet the deliverables outlined in this RFP.	2	6	
	10. Describe your approach to administering a consumer survey to an individual who has mild cognitive impairment and requires some assistance and prompting with daily activities (e.g. medication reminders, choosing which clothes to wear, etc.) and memory recall. This individual receives assistance from both a paid direct service worker as well as an informal, non-paid caregiver (daughter). Note that some items within the survey are designed to assess the direct service worker’s performance.	2	6	
	11. Describe your approach and strategy for project oversight and management.	2	6	
	12. Articulate the need for, and the ability to implement, a plan for continuous quality improvement; this includes (but is not limited to) reviewing the quality of work completed and staff productivity.	2	6	
	13. Provide a detailed workplan for effective implementation of services outlined in the Scope of Work of the RFP.	3	9	
		Total Possible Score for Part IV	33	Score

Page # of Response in Proposal	<p style="text-align: center;">PART V</p> <p style="text-align: center;">Cost</p>	Maximum Possible Score
	<p>14. Specify costs for performance of tasks. Proposal shall include all anticipated costs of successful implementation of all deliverables outlined.</p> <p>Proposer shall provide its cost proposal in the form of a per individual survey amount. Costs per Consumer Experience Survey shall include travel cost for the in-person, face-to-face surveys throughout the State of Louisiana, scheduling, interviewing and data entry for each survey into the Survey software and all other administrative tasks.</p>	25
		Score

Page # of Response in Proposal	<p style="text-align: center;">PART VI</p> <p style="text-align: center;">Veteran and Hudson Initiatives</p>	Maximum Possible Score
	<p>15. If applicable, provide documentation that the proposer (including parent organization, affiliates, and subsidiaries) and/or its subcontractor has been certified by the Louisiana Department of Economic Development as a:</p> <ul style="list-style-type: none"> • Veteran-Owned, • Service- Connected Disabled Veteran-Owned small entrepreneurship (LaVet), or • Louisiana Initiative for Small Entrepreneurships (Hudson Initiative). <p>If a proposer is not a certified small entrepreneurship as described herein, but plans to use certified small entrepreneurship(s), proposer shall include in their proposal the names of their certified Veteran Initiative or Hudson Initiative small entrepreneurship subcontractor(s), a description of the work each will perform, and the dollar value of each subcontract.</p> <p>Scoring:</p> <p>1.If the proposer is itself a certified LaVet or Hudson Initiative small entrepreneurship,award 47 points.</p> <p>2.If the proposer is not a certified small entrepreneurship, but has engaged one (1) ormore certified small entrepreneurships to participate as subcontractors or distributors, award points based on the following criteria:</p> <ul style="list-style-type: none"> • The number of certified small entrepreneurships to be utilized; • The experience and qualifications of the certified small entrepreneurship(s); and • The anticipated earnings to accrue to the certified small entrepreneurship(s). <p>3.If neither 1 nor 2 is applicable, award zero points.</p>	10
		Score

Page # of Response in Proposal	PART VII Financial Requirements	Max possible score
	<p>16. The organization’s financial solvency will be evaluated. The proposer’s ability to demonstrate adequate financial resources for performance of the contract or the ability to obtain such resources as required during performance under this contract will be considered.</p> <p>Proposal should include for each of the last three (3) years, copies of financial statements, preferably audited, including at least a balance sheet and profit and loss statement, or other appropriate documentation which would demonstrate to the Department the proposer’s financial resources sufficient to conduct the project.</p>	5
		Score

Total Score for Proposal (maximum is 100)	
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