

REQUEST FOR QUOTATION (RFQ)



ISSUE DATE:	QUOTE DUE DATE/TIME	RETURN QUOTE VIA EMAIL TO:
May 21, 2019	May 30, 2019 2:00 p.m. (CDT)	Mary Kurylowicz Mary.kurylowicz@twc.state.tx.us (512) 936-6496
Procurement #	DELIVERY ADDRESS:	
3202000005		

VENDOR NAME:	
*DBA (If Sole Owner):	
VENDOR MAILING ADDRESS:	
VENDOR BILLING ADDRESS: (If different from mailing)	
CITY, STATE, ZIP CODE	
VENDOR CONTACT PHONE NUMBER:	
VENDOR CONTACT E-MAIL ADDRESS:	
VENDOR TEXAS IDENTIFICATION NUMBER: (issued by the Texas Comptroller of Public Accounts)	
VENDOR FEDERAL EMPLOYER IDENTIFICATION NUMBER (issued by the Internal Revenue Service)	
*If you are a Sole Owner or Individual Recipient, enter your Social Security Number:	
Authorized Signature	
Printed Name	
Date	

QUOTE FORM

INSTRUCTIONS:

1. Quote your best firm-fixed prices for the services described herein.
2. Pricing shall include all costs related to programming the survey instrument and analysis in preparing producing the "Customer Satisfaction Report".
3. Contact Purchaser listed above for any questions.

LINE NO.	ITEM DESCRIPTION	EXTENDED PRICE
1	Telephone Surveys 300 each	
2	Customer Satisfaction Report 1 each	
	TOTAL:	

Texas Workforce Commission (TWC)

Request for Quotation (RFQ)

Survey Services and Data Reporting and Analysis for the Older Individuals Who are Blind (OIB) Program

Provide your quote for the specified services using the Quote Form found at the end of this RFQ.

Contract Term:

The term of contract shall commence on September 1, 2019 and end on August 31, 2020. TWC may, at its option renew this contract for two (2) additional one (1) year periods at the prices established herein.

TWC Obligations:

TWC will:

1. Provide the vendor with the finalized survey instrument (English and Spanish versions)
2. Transmit to vendor a fixed length field, fixed format ASCII text file containing customer contact information and demographic data
3. Establish a point-of-contact for project-related questions and guidance

Vendor Obligations:

The Vendor shall be responsible for the following:

1. Performing necessary programming services to incorporate the survey provided by TWC in vendor's survey system. Survey services are anticipated to begin on or about September 1 of each year and be completed in approximately thirty (30) calendar days.
2. Administering 300 each telephone surveys (in English and Spanish as applicable) to customers as defined by the survey parameters and including the survey questions shown below.
3. Provide the TWC point-of-contact with weekly project status updates.
4. Submit a fully-accessible (508 compliant) Customer Satisfaction Report to TWC not later than thirty (30) calendar days after the conclusion of data collection (all telephone surveys).

The report shall be submitted via email, in MS Word and .pdf format and be organized as follows:

- a. Executive Summary
- b. Data collection/methodology
- c. Summary of essential findings
- d. Analyses (by region, case disposition, customer demographic information) to include:

1. Utilization of Likert scale and interactions for each Likert Scale item, sums of specified groups of Likert Scale items, and specified combinations of independent factors.
 2. Exploratory factor analysis to provide insight into interrelationships between response variables and groupings of response variables, Likert Scale items, and sums of specified groups of Likert Scale items.
- e. Response rate/missing data

Note: The final contents and organization of the analysis report may vary from the above depending on the data that is collected during the survey period. Any variations to the above contents and organization of the analysis report shall be discussed and agreed upon by both parties prior to completion of the report.

Survey Parameters and Data Elements

Region	Active, successful, and unsuccessful with plan
1	50
2	50
3	50
4	50
5	50
6	50
Total	300

*Successful closure has three categories- I and R, Minimal and ILP/waiver

- The contractor will provide a call-back number for consumers to leave messages regarding contact numbers and convenient contact times.
- A minimum of three (3) attempts must be made to contact each consumer with a valid working telephone number. Attempts will be separated by at least four (4) hours. Ensure surveys are completed. A survey is not considered completed if a response is not recorded.

Data Elements

- Individuals served by case disposition (active, closed successfully, and unsuccessfully with plan)
- Age
- Gender/sex
- Race/Ethnicity
- Degree of Visual Impairment
- Major Cause of Visual Impairment
- Other related impairments
- Type of residence
- Source of Referral

Survey Questions for Closed Cases

Were you treated in a friendly, caring, and respectful manner when you dealt with the staff who discussed Older Workers Who Are Blind/Visually impaired Program?

Yes

Sometimes

No

No answer given

Did the TWC-OIB program staff demonstrate a can-do attitude while working with you?

Yes

Sometimes

No

No answer given

When you contacted your local OIB office, did someone respond to you no later than the next business day?

Yes

Sometimes

No

No answer given

Did the OIB staff explain when and why appointments were scheduled with them?

Yes

Sometimes

No

No answer given

How would you rate these questions? 1. Strongly Disagree, 2 Disagree, 3 Agree, 4 Strongly Agree

Services I received from the OIB program allowed me to reach my goal.

1-Strongly Disagree

2-Disagree

3-Agree

4-Strongly agree

No answer given

I had input in the planning of the services I received.

1- Strongly disagree

2-Disagree

3-Agree

4-Strongly agree

No answer given

The OIB worker encouraged me to be more Independent.

1-Strongly Disagree

2-Disagree

3-Agree

4-Strongly agree

No answer given

How would you rate your overall experience with your OIB worker? 1 Very dissatisfied, 2- Dissatisfied, 3- Satisfied and 4- Very Satisfied

1- Very dissatisfied

2- Dissatisfied

3- Satisfied

4- Very satisfied

No answer given

Survey Questions for Active Cases

Are you treated in a friendly, caring, and respectful manner when you dealt with the staff who discussed Older Workers Who participated in the Blind/Visually impaired Program?

Yes

Sometimes

No

No answer given

Does the TWC-OIB program staff demonstrate a can-do attitude while working with you?

Yes

Sometimes

No

No answer given

When contacting your local OIB office, does someone respond to you no later than the next business day?

Yes

Sometimes

No

No answer given

Do the OIB staff explain when and why appointments were scheduled with them?

Yes

Sometimes

No

No answer given

How would you rate these questions? 1. Strongly Disagree, 2 Disagree, 3 Agree, 4 Strongly Agree

Services I received from the OIB program allowed me to reach my goal.

1-Strongly Disagree

2-Disagree

3-Agree

4-Strongly agree

No answer given

I can provide input in the planning of the services I am receiving.

1- Strongly disagree

2-Disagree

3-Agree

No answer given

The OIB worker encourages me to be more Independent.

1-Strongly Disagree

2-Disagree

3-Agree

4-Strongly agree

No answer given

How would you rate your overall experience with your OIB worker? 1 Very dissatisfied, 2- Dissatisfied, 3- Satisfied and 4- Very Satisfied

1-Very dissatisfied

2- Dissatisfied

3- Satisfied

4- Very satisfied

No answer given