

Random Moment Sampling
Request for Proposal # 16/17-10
Vendor Questions and Agency Response

Question 1: What firm developed/hosted the most recent RMS services for the Department of Revenue?

Agency Response: The current service was developed in-house.

Question 2: How many years has the current firm developed/hosted the RMS service for the Department of Revenue?

Agency Response: N/A, the current service was developed in-house.

Question 3: What was the most recent fee(s) associated with providing the services requested in the RFP?

Agency Response: N/A, there were no fees, as the current service was developed in-house.

Question 4: Are there any current issues and/or audit findings regarding the most recent RMS service? If so, could you provide information?

Agency Response: None, there have been no audit findings with the current service.

Question 5: What questions or issues have been raised by the FL Department of Revenue during their review?

Agency Response: None for the current service.

Question 7: Can you provide an electronic copy of a recent RMS input/output report?

Agency Response: Attachment with two sample reports

Question 8: There are two surveys, correct? One monthly and one that will run 3x per year. Will we be programing the surveys, sending emails, and hosting?

Agency Response: Correct, there are two surveys. The functionality requested is listed in section 6.1.3. The vendor will program to provide the function that allows FDOR to generate the survey. The vendor will send the survey emails and host the service.

Question 9: For the monthly survey, are there set dates of the month that the survey occurs? For example, every month from the 1st though the 3rd? Or does it vary?

Agency Response: The surveys are issued at various dates throughout the month.

Question 10: How many survey respondents would be emailed? Are the emails blasted at once or over several days/throughout the month?

Agency Response: There are currently 450 individuals in the Clerk of the Court's offices and 1,700 Full Time Employees that can participate in the surveys. All of these participants can potentially be sent surveys throughout a survey cycle. For a given

survey cycle, the samples are sent randomly throughout the month. The survey counts and volume are described in section 6.1.2.

Question 11: How many survey respondents are expected to participate? We're interested in the amount of volume/traffic that can be expected at any given time, and particularly when the peaks occur.

Agency Response: There are currently 450 individuals in the Clerk of the Court's offices and 1,700 Full Time Employees that can participate in the surveys. This would mean that potentially 2,150 samples could be sent at the same time. For traffic and volume during a given month, 18,000 samples could be sent for the Clerk survey and 40,000 for the Full Time Employee survey. The survey counts and volume are described in section 6.1.2. We would expect the service to have enough capacity to operate both surveys simultaneously.

Question 12: Is it the same participants being invited each month/wave?

Agency Response: Yes, the participants are the same groups in each wave, with updates to individual participants as needed.

Question 13: How many are in the total universe? Are there any rules regarding how often or time between an individual doing more than one survey?

Agency Response: There are currently 450 individuals in the Clerk of the Court's offices and 1700 Full Time Employees. These numbers may vary slightly. There are no rules limiting the number of surveys an individual may receive. However, there must be at least a 5 minute interval between the surveys received by an individual.

Question 14: On page 40 item 4.6 says "Subcontractors will not be allowed without the express written consent of FDOR.". Is it possible to obtain a permission for TWO subcontractors?

Agency Response: Yes, multiple subcontractors are possible with the express written approval from FDOR.

Question 15: Page 46, 6.1.2 – Is there a federally approved cost allocation plan in place with Cost Allocation Services (CAS, formerly DCA (Division of Cost Allocation) to support the current process?

Agency Response: The Florida Department of Revenue has a cooperative agreement with the Clerk Offices, which has been approved by the Office of Child Support Enforcement (OCSE). The allocation methodology is in compliance of Federal 2 CFR Chapter 1 and Chapter II, parts 200, 215, 220, 225 and 230, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, the section relating to accounting for cost studies and invoicing using the federally approved Random Moment Sampling (RMS) methodology for IV-D cost identification.

Question 16: Page 47, 6.1.2 – Why is the Full Time Employee Survey is conducted three times annually? Is there a reason this process is not an ongoing random moment time study?

Agency Response: The current cycle time is determined by management to be the most efficient for cost calculations and compilation of the survey data. It is possible that the cycle time can be changed.

Question 17: Page 46, 6.1.2 - Do the two time studies have two distinct groups of participants? Are the participants in the Clerk of the Court time study included in the Full Time Employee Survey or completely separate?

Agency Response: Yes, the two surveys described in the scope are distinct groups. The Clerk of Court and Full Time Employee survey participants are separate populations.

Question 18: Page 47, 6.1.2 - Is the Full Time Employee survey used solely for resource allocation/internal operations? Is this survey used to determine any claiming for Title IV-D or other federal programs?

Agency Response: Yes, the Full Time Employee survey is used for resource allocation. The survey is not used to determine claims for federal programs.

Question 19: Page 46, 6.1.2 – Why are participant options limited if the participant does not respond to the moment within the first 10-minute window?

Agency Response: The 10-minute window was determined by management to provide validation for participant activity.

Question 20: Is there a current vendor providing time study software and/or performing this work for the Child Support Program? If so, what is the current contract value?

Agency Response: No, the current service was developed in-house.

Question 21: Are references required? Section 8.2 of the RFP mentions that proposals will be evaluated on whether the applicant “submitted the required three references,” but Section 7.4.3 only mentions that vendors “must provide information on previous projects ... including three contracts within the past five years.” No mention is made in section 7.4.3 of whether to include letters of reference or contact information for each of the described contracts.

Agency Response: Letters of reference are not required. Three customer references for Random Moment Sampling or projects similar in scope (current and prior) that the vendor has performed within the past five years, including a brief project description, are required. Please use the format provided on Attachment D for this submittal.

Question 22: Section 5.13 Confidentiality of Information states “Vendors submitting a Proposal to this RFP and their employees shall execute and submit Attachment E with their Proposal submittal.” Does “and their employees” refer to proposed project team members?

Agency Response: The Vendor Representative would sign attachment E. This provides awareness of FDOR data confidentiality. As vendor employees begin work, a confidentiality agreement may be requested for certain access where confidential data may be present.

Question 23: Section 7.1 Format and Content instructs “All pages are to be sequentially numbered.” May vendors number sequentially by tab e.g. Tab 2 as pages 2-1, 2-2, 2-3, etc.?

Agency Response: Yes. Each page of your submittal must have a unique and sequential page number that allows easy navigation of the document. We would allow the method in your example.

Question 24: Section 3.3.10 Registration with Florida Department of Management Services (FDMS) – MYFLORIDAMARKETPLACE (page 34) indicates “Vendors should have completed registration with the Florida Department of Management Services (DMS) State Purchasing prior to submitting a Proposal. Vendors should submit evidence of their registration with DMS in their Proposal. Documents submitted are to be included in Volume One: Tab 4.” Page 66, Section 9: Attachments and Submittals, Volume One: Administrative/Technical Table item one (3.3.10) Registration with Florida Department of Management Services (FDMS) – MyFloridaMarketPlace indicates “n/a.” Please clarify if vendors should supply evidence of completed registration in Tab 4.

Agency Response: Vendors may supply evidence of completed registration in Tab 4. Registration in MyFloridaMarketPlace is required after execution of the contract and prior to submittal of the first invoice.