

Request for Proposals No. 2024-06

Addendum 02 – Q&A

This document is posted to capture the questions received, and agency answers provided, during the question and answer period of RFP No. 2024-06, issued February 22, 2024.

All amendments, addenda, and notifications related to this procurement will be posted on the [OSPI website](#) (if this was an open procurement) and on the Washington Electronic Business Solution ([WEBS](#)) website. Additional questions concerning this procurement must be submitted to contracts@K12.wa.us. Communication directed to other parties will be considered unofficial and non-binding on OSPI, and may result in disqualification of the Consultant.

1. **Question:** Do you have an estimate of how many parent surveys are usually mailed out each year?

Answer: This year's survey is going out to approximately 12,000 families. The new process will be primarily an online survey, with paper/pencil or other options only being made available upon parent request. Unfortunately, we don't have any way of knowing or even estimating how many parents might request a paper copy in the new system.

2. **Question:** It seems the number of selected parents is about 20,000 in a year, selected from half of the state's Local Education Agencies (LEAs), which suggests sampling is used within the selected LEA. Can you describe any desired parameters on sampling (such as stratification)? Does the vendor conduct sampling or is the list of students whose parents are to be surveyed provided by the state?

Answer: Under the old survey process, we surveyed all of the parents of students with IEPs attending LEAs that were selected for monitoring that year. The number surveyed ranged each year from 10,000 to 20,000 or so parents. The new process will not be tied to only LEA's selected for monitoring, but a full ½ of the LEAs in the state each year. In those LEAs, all parents of students with IEPs will have the opportunity to participate in the survey.

3. **Question:** Can you describe the current process by which paper surveys are distributed to parents? Directly via mail, through LEAs or schools, or some other method? If survey forms are mailed to parents or LEAs, does the vendor cover those costs? If completed forms are mailed directly back to the vendor, does the vendor cover those costs?

Answer: The new process will be primarily an online survey, with paper/pencil or other options only being made available upon parent request. The old process was paper/pencil, and OSPI would give the vendor the list of students, mailing addresses, email addresses, home language, and student demographics. The vendor prepared hard copy surveys and mailed them directly to parents with a return envelope provided.



Responses were returned directly to the vendor. The vendor covered all of the costs related to printing, mailing, and return postage (this was included as part of the annual contract amount with OSPI).

4. **Question:** Would the state be open to an online-only survey (potentially with paper postcards or flyers), provided similar or improved response rates and representativeness could be reasonably assured?

Answer: Yes, we are already planning on having the new process be an online survey, with paper/pencil or other supports provided only upon parent request.

5. **Question:** We see that the maximum contract value is \$100,000. Can you provide historical contract amounts?

Answer:

2020: \$46,771.00

2021: \$20,530.00

2022: \$47,326.00

2023: \$47,255.00

2024: \$41,691.00

Please note that a large portion of these amounts were related to printing and postage of the paper/pencil survey.

6. **Question:** The cut score for parent agreement on the indicator suggests that the NCSEAM measures are used with Rasch scaling. Can the state confirm?

Answer: Yes, the old survey results were calculated using a Rasch score. We do not intend to use the Rasch methodology for the new survey.

7. **Question:** It appears that the state has taken steps to improve the process recently. Has the state been working with the prior vendor as part of that process?

Answer: Yes, we have taken some steps to improve the process, including piloting an online English-only version of the survey, which we worked with the prior vendor to implement.

8. **Question:** Our firm does not have a federal indirect cost rate and budgets project costs using fully-loaded hourly rates. Is this acceptable to OSPI?

Answer: Yes, a budget based on fully-loaded hourly rates is acceptable. A federal indirect cost rate is not required, but if a bidder has one/uses one in preparation of the Cost Proposal, we'd like it disclosed in the Cost Proposal.

9. **Question:** Exhibit F of the RFP contains the Datashare Agreement, which references Exhibits A through E. If these forms are part of the approval of the terms and conditions that are required as part of the proposal, can they be provided for review?

Answer: Yes, example versions of these documents have been attached to the RFP.

10. **Question:** What does “internal controls” refer to in section C.4.i?
Answer: Internal controls may refer to the bidder’s general operations, responsibility, policies and/or procedures in place to safeguard the project, the organization, etc.
11. **Question:** What is the average number of students that will be included in the survey mailing each year?
Answer: We do not plan on mailing surveys out. Paper surveys will only be used upon parent request. The vendor will be providing online survey information directly to LEAs, and LEAs will send the information out to their families. There are approximately 315 LEAs in the state, so the vendor would be communicating with about 158 LEAs per year.
12. **Question:** How many questions are you planning to ask in the survey?
Answer: There are a total of 14 questions. The first 11 questions are for all parents to respond to. Questions 12 and 13 are only if the child is in preschool (#12) or high school (#13). The last question is open-ended. The survey will open with a request for parents to identify basic demographic information (using drop-down boxes), including district, school name, grade level, disability category, and race/ethnicity.
13. **Question:** How many pages do you anticipate the survey being?
Answer: The survey will likely be approximately 2 pages long.
14. **Question:** Is there a finalized survey questionnaire, or should the proposal include questionnaire design or revisions?
Answer: The questions for the new survey have already been developed, reviewed, and approved, so the vendor will not be responsible for the content. The vendor could include their proposal for the online survey design.
15. **Question:** Will the survey include any open-ended questions? If so, how many? And will they simply be returned, or would you want them analyzed?
Answer: The last question is open-ended. The results of the open-ended question will be provided to OSPI, but we do not anticipate requiring an analysis of these responses.
16. **Question:** Will the survey contact list include email addresses and phone numbers?
Answer: The vendor will be working with LEAs, not directly with families. The contact list will include the emails and phone numbers for the LEA representatives who will be acting as the contact for the surveys.
17. **Question:** Would you be interested in telephone surveys? Or mail and web only?
Answer: Our primary method for the new surveys will be an online survey. Hard copy surveys will be provided upon request. Telephone or in-person surveys may be a consideration if the family needs additional support and are unable to complete the online survey or hard copy version.

18. **Question:** Has the survey instrument already been created?
Answer: Yes; the survey has already been written.
19. **Question:** Is there a list of languages we should expect to translate the survey into? If not, do you know the number of languages we should plan for?
Answer: The selected contractor will be required to translate/offer the surveys in the following languages: English, Spanish, Russian, Korean, Vietnamese, Cambodian, Arabic, Chinese, Marshallese, Somali, Tagalog, and Ukrainian.
20. **Question:** On p. 7, under Part II, number 2, the RFP indicates that the scope includes "disseminat[ing] surveys to identified LEAs." Does this mean we would only disseminate the survey to LEAs, who will disseminate it to families? Or should our scope include activities to disseminate the survey directly to families?
Answer: The selected contractor will be responsible for ensuring LEAs have the information they need to send out to parents regarding the survey. The only direct activities the vendor would conduct with families would be to provide a hard copy survey in the mail to families who have requested a hard copy.
21. **Question:** If we should expect to disseminate the survey only to LEAs, will they cover the cost of survey administration (e.g., online administration costs, SMS costs, postage costs), or should we expect to include the costs for that in our proposal?
Answer: The selected contractor will be responsible for development, implementation, and maintenance of the online survey platform, including administration costs. For those parents requesting paper copies, the vendor would be responsible for printing, postage, and return postage.
22. **Question:** If we should expect to include the costs for survey administration in our proposal (either because LEAs would not cover the cost or because we'd be disseminating the survey directly to families), are survey administration costs reimbursable, or should they be folded into the \$100,000 budget limit?
Answer: We anticipate costs related to printing/postage of paper surveys (provided upon request only) would be reimbursable, as they vary each year. The remaining costs related to the administration of the online survey and communication with districts would be folded into the budget. All anticipated costs, must be calculated into the \$100,000 budget.
23. **Question:** Do you have a sense of the number of survey responses we should expect?
Answer: We can only estimate at this time. Our traditional response rate is around 10-14%. If we implement the new survey with half of the state each year, that would be the parents of approximately 76,000 students. 10-14% of 76,000 is 7,600 to 10,640 responses per year.

24. **Question:** We were not able to attend the pre-proposal meeting yesterday. Will you be posting information on what was covered?
Answer: Yes, the Pre-Bid Conference Q&A has been posted on the [OSPI website](#) and on the Washington Electronic Business Solution ([WEBS](#)) website, per the RFP.
25. **Question:** Is OSPI open to using an alternative methodology to using a paper survey?
Answer: The new survey will be primarily an online survey. Paper surveys will only be used upon parent request.
26. **Question:** Is OSPI currently conducting this survey? If so, what is the name of the contractor administering the 2024 survey?
Answer: Washington State University is currently administering the survey.
27. **Question:** Was this survey conducted in 2023? If so, could you share a methods/results report?
Answer: Yes, the survey was conducted in 2023. The final report is uploaded as an amendment to the RFP.
28. **Question:** What was the budget for the last survey?
Answer: Historical contract amounts are as follows:
2020: \$46,771.00
2021: \$20,530.00
2022: \$47,326.00
2023: \$47,255.00
2024: \$41,691.00
Please note that a large portion of these amounts were related to printing and postage of the paper/pencil survey.
29. **Question:** What languages are typically needed for conducting this survey?
Answer: The selected contractor will be required to translate/offer the surveys in the following languages: English, Spanish, Russian, Korean, Vietnamese, Cambodian, Arabic, Chinese, Marshallese, Somali, Tagalog, and Ukrainian.
30. **Question:** I am hoping to get the following information: A copy of the last special education parent survey so I can see the questions asked.
Answer: A copy of the old survey questions has been provided as part of this amendment. However, it is important to note that these questions will no longer be asked, we have developed a new set of questions.
31. **Question:** Which language would the survey need to be translated into?
Answer: Surveys are currently available in the most commonly spoken languages in the state of Washington: English, Spanish, Russian, Korean, Vietnamese, Cambodian, Arabic, Chinese, Marshallese, Somali, Tagalog, and Ukrainian. The selected contractor will be

required to translate/offer the surveys in the above-mentioned. There may be additional languages needed, depending on whether changes to the language demographics of the state warrant it.

32. **Question:** How many surveys would we need to send out? [our research found that they sent out 20,149 in 2021 with a 12.75% response rate]

Answer: This is unknown at this time. We cannot use past numbers to help estimate because we are changing how the survey is administered. In the past, we only surveyed a small number of districts per year, and it was a paper/pencil survey. The new process will be a web-based/online survey, and paper/pencil surveys will only be used as a backup and/or upon request. In addition, it will be potentially be a bigger number of surveys being completed with the new process because it will no longer be limited to a small number of districts. Approximately half of the state will be surveyed each year (about 155-160 LEAs each year), so that all parents of students with IEPs have the opportunity to participate in the survey once every two years. As of November 2022, there were 152,000 students with IEPs in Washington, so half of that would be 76,000 – this would be an estimate of the maximum number of surveys that could potentially be completed annually, if 100% of the participants responded. The surveys will be anonymous, so will not be tied to an individual student's identification number.

33. **Question:** Would we be provided a contact list for parents (e.g. mailing addresses or email addresses)?

Answer: No, we don't anticipate OSPI or the vendor obtaining a list of parent contact information, other than for individual parents who request a paper/pencil version or individualized supports. The surveys will be anonymous, so will not be tied to an individual student's identification number.

34. **Question:** How much help will we receive from LEAs with survey dissemination and promotion?

Answer: We anticipate that LEAs will be involved in the process, such as notifying their families about the survey and sharing the link for accessing it. They may also be asked to assist families in requesting a paper/pencil version of the survey and/or providing additional support to families in completing the survey (upon request from the family).

35. **Question:** What specific approaches have been used in the past to try and increase response rate?

Answer: Providing the survey in multiple languages, piloting an online version of the survey, and district notifications to families including the purpose of the survey.

36. **Question:** Is OSPI providing contact lists for the LEAs, and the LEAs themselves will have contact lists for the parents?

Answer: Yes, that is the anticipated process. We don't anticipate OSPI or the successful bidder will be collecting lists of parent contact information. Rather, the LEAs will be provided with information about the surveys to disseminate and promote to parents.

37. **Question:** What information will the contact lists include? Will there be additional demographic information?

Answer: We anticipate providing the vendor with information regarding the LEA's contact for the survey (in most cases, the LEA's special education director), including name, email, and phone number. The surveys will be anonymous, so will not be tied to an individual student's identification number. However, the survey itself will ask families to identify certain demographic information about the student, such as district, school, grade, disability category, and race/ethnicity.

38. **Question:** How many records are there?

Answer: Approximately half of the state will be surveyed each year (about 155-160 LEAs each year), so that all parents of students with IEPs in Washington have the opportunity to participate in the survey once every two years. As of November 2022, there were 152,000 students with IEPs in Washington, so half of that would be 76,000, which would be an estimate of the maximum number of surveys that could potentially be completed annually, if 100% of the participants responded.

39. **Question:** How many records have updated contact information (i.e. an active phone number, address, and/or email)?

Answer: This will be the LEA's responsibility as part of their own Student Information System. OSPI and the vendor will not be collecting individual parent contact information, other than for those requesting a paper/pencil version or additional support in completing the survey. The surveys will be anonymous, so will not be tied to an individual student's identification number.

40. **Question:** When was the last survey and is there an incumbent? If so, will we have access to the previous survey, results, and recommendations? How many survey participants was the survey sent to last time if the survey was sent before?

Answer: This year's surveys are going in the mail this Friday, March 8. There is an incumbent. The survey tool, results, and recommendations belong to OSPI, so yes, the successful bidder can have access to those, although the results are reflective of a different survey tool and process. This new tool and process has not been implemented yet, so the number of participants receiving the survey in the past is not likely to be a good estimate of what the new process will look like. This year's survey is going out to approximately 12,000 families. Last year was approximately 18,500 families, and the year before that was 21,200.

41. **Question:** Do you have a current survey platform? If so, what is your current survey platform and can we use your platform so the state maintains ownership of the data? If so, how long are we responsible for maintaining the security of the data?
Answer: We have piloted an online survey only in English. OSPI does not own the survey platform that the current vendor uses.
42. **Question:** What type of modalities do you want to use and have used in the past?
Answer: In the past, we have used paper/pencil only, with a limited pilot of an online, English version of the survey during the past several years. We want the new survey to be an online survey, with paper/pencil and live/interpreter assistance available upon request.
43. **Question:** What's the response rate expected?
Answer: Our response rate is typically between 10-14%, but that is using a different tool and process.
44. **Question:** Is the contact data clean and verified?
Answer: The survey will be anonymous, so we don't anticipate having a list of contact data for individual families. If contact data are needed, it will be cleaned and verified to the maximum extent possible.
45. **Question:** At what grade level do we need the survey to be written in?
Answer: The survey has already been written.
46. **Question:** Does the end-result have to be handicap accessible?
Answer: Yes. All documents, videos, audio records, presentations, or other deliverables required under the resulting contract shall be produced in format, compliant with the Americans With Disabilities Act and follow the [Web Content Accessibility Guidelines \(WCAG\) 2.0](#), OSPI's formatting standard specified in Exhibit G – OSPI Americans with Disabilities Act Compliance: Graphics and Colors, [OSPI's Brand Use Policy](#), and [OSPI's Style Guide](#), which are hereby incorporated by this reference.
47. **Question:** Just like with the Washington State business license, would you allow a Vendor upon award of the contract to also obtain a Statewide Vendor Number (SWV)? We realize that the only way a Vendor would be able to receive payment is to meet both of these conditions.
Answer: Yes, we can make award to a bidder without a Statewide Vendor Number, so long as the vendor receives one before the first contract payment is made.
48. **Question:** Page 7, Sec. A 4, explains that the preparation of these surveys will include translation of the survey into additional languages. To confirm, it will be the Successful Bidder's responsibility to have these surveys translated correct?
Answer: Yes.

49. **Question:** Page 7, Sec. A 4, explains that the preparation of these surveys will include translation of the survey into additional languages Does the OFFICE OF SUPERINTENDENT OF PUBLIC INSTRUCTION have approved or preferred translation services for this type of content?

Answer: The state of Washington has a [list of contractors vetted for written word translation services](#). The selected contractor may use vendors on this list or choose their own vendors to conduct the translation services.

50. **Question:** Page 7, Sec. A 4, explains that the preparation of these surveys will include translation of the survey into additional languages There are a few languages that seem to be prioritized by the state. Will these be the languages that the survey needs to be translated to? Will others be needed?

- i. Vietnamese
- ii. Spanish
- iii. Russian
- iv. Korean
- v. Japanese
- vi. Chinese (Traditional)

Answer: Surveys are currently available in the most commonly spoken languages in the state of Washington: English, Spanish, Russian, Korean, Vietnamese, Cambodian, Arabic, Chinese, Marshallese, Somali, Tagalog, and Ukrainian. The selected contractor will be required to translate/offer the surveys in the above-mentioned. There may be additional languages needed, depending on whether changes to the language demographics of the state warrant it.

51. **Question:** Does vendor have to be located in the State of Washington?

Answer: The vendor does not have to be physically located in the State of Washington, but may need to obtain a Washington state business license and/or adhere to other Washington requirements.

52. **Question:** Is the opportunity competitive for firms outside of the state?

Answer: The vendor does not have to be physically located in the State of Washington, but may need to obtain a Washington state business license and/or adhere to other Washington requirements.

53. **Question:** Is the survey content developed or will the contractor need to develop survey content?

Answer: The survey content is already developed.

54. **Question:** Do you typically offer stipends for survey completion?

Answer: No.

55. **Question:** Will the contact list include each participant's school, as well as LEA?
Answer: Yes, at this time we anticipate the survey information will include the participant's school.
56. **Question:** For budget purposes, how many families should we assume would not be able to complete an online survey (and therefore, would need to be sent a paper version)? Is this information (which families would need a paper version) that you already have?
Answer: We are unable to provide an estimate at this point. This is not information we already have, and given the expanded language options of the online survey that we intend to have as part of this new process, we are unable to estimate how many may not be able to complete the online survey.
57. **Question:** Has the state sent out parent surveys? If so, what has your response rate been for various modes of communication?
Answer: Yes. Our average response rate on the paper surveys has traditionally been between 10-14%. We have only had a limited English version of an online survey and do not have a formal response rate calculated for the online version as this was used only as a backup to the paper version.
58. **Question:** [...] we are not registered to do business in Washington State, which I see is one of the requirements. Might there be opportunities to partner with or subcontract from other consultants who are based in WA? I'm not sure if you are in a position to make these introductions or if we should attend the pre-bid meeting to try and make contacts.
Answer: Subcontracting may be allowable; your proposal would need to reflect a proposed Subcontractor, or at a minimum, a plan for a proposed Subcontractor. OSPI is not in a position to make connections between potential bidders, but you are welcome to attend the pre-bid conference.
59. **Question:** Given the importance of understanding the logistics for conducting interviews with parents of students receiving special education services in Washington State, could you please confirm whether these interviews need to be conducted live? Additionally, I would like to inquire whether these interviews should be carried out via phone or online video conferencing platforms.
Answer: The primary method for the surveys will be an online survey that parents can complete, with a paper copy survey as a backup if needed. Parent interviews will be available upon parent request only. If requested, we anticipate that interviews would be conducted on the phone or in person with assistance from the local school district staff (i.e., local district staff would conduct the interview with direction from the vendor/OSPI).

60. **Question:** The pre bid conference date is listed but how would I be able to attend? Is it virtual or in-person?

Answer: There is a Zoom link on page 12 of the RFP document which is available on the [OSPI website](#) or [WEBS](#).

61. **Question:** Please let me know how to access the pre-bid conference on March 5.

Answer: There is a Zoom link on page 12 of the RFP document which is available on the [OSPI website](#) or [WEBS](#).

62. **Question:** Where do I sign up for the pre-conference on March 4, 2024?

Answer: No need to sign up – just access through the Zoom link on page 12 of the RFP document which is available on the [OSPI website](#) or [WEBS](#). Please note it's March 5, not March 4.