

**Iowa Department of Public Health  
Division of Health Promotion and Chronic Disease Prevention  
Pregnancy Risk Assessment Monitoring System (PRAMS)  
Telephone Interviews  
Request for Proposal (RFP) 58814017**

**Interim Written Question and Response Document**

**Round 1: Written Questions and Responses for questions submitted through  
January 14, 2014**

**Posted: January 22, 2014**

- Q1.** We are unclear as to how many total respondents are expected in Year 1 and subsequent years. The RFP mentions a goal of 90 completes a month, with a 30% response rate.
- a. Can you confirm that IDPH will be providing names/contact info for approximately 300 respondents a month for follow-up telephone interviewing?
  - b. Will this sample size be relatively consistent across months?
  - c. How many monthly batches should we expect in Year 1, Year 2, etc? In other words, how many total completes in each contract year is expected?
- A1.** a. Approximately 150 women are selected to participate in the PRAMS sample each month. Of these, approximately 90 women will enter phone phase each month. We expect that the selected applicant will complete interviews with 30% of the women who are in phone phase in each batch. IDPH will provide initial contact information for the majority of these 90 women. However, IDPH is not always able to obtain phone numbers for the women in phone phase. As such, the selected applicant is expected to actively search for phone numbers for those that IDPH was not able to identify from internal sources. See section 2.01, Telephone Survey Process and Transition to PIDS page 14 of the RFP.
- b. Yes, the sample size will be consistent across months. See 1a for more information on numbers.
  - c. There are approximately 15 batches per year. See 1a for more information on numbers.
- Q2.** For the training component, interviewers will go through a number of trainings – for PRAMS protocol, bereavement training, PIDS training, etc. These trainings are to be initially led by/in consultation with IDPH. Do you have estimate of the total number of hours required for training, per interviewer?
- A2.** It is estimated that there will be 16-20 hours of training needed per interviewer.
- Q3.** For the paper survey component, it seems unclear whether or not there is a CATI component for at least sample management. Our read of the Description of Services suggests that call attempts/sample disposition tracking is expected to be conducted on

paper, pending arrival of PIDS system. However Attachment III-a discusses a web-CATI system available since 2006. Can you please clarify what is expected to be done on paper prior to PIDS and what, if any, CATI systems will be available or allowed?

**A3.** There is not currently a CATI system available to PRAMS. Appendix IIIa refers to the system that is being replaced by PIDS. All survey responses will be recorded on paper copies of the survey. Management of call attempts, recording of disposition codes will be recorded on each participant's phone sheet. Weekly reports will include compiling this information into a spreadsheet. A final contract between IDPH and the selected applicant will be negotiated. Applicants are free to propose a management system to the information collected on the phone sheets (i.e. call attempts/outcomes, disposition codes, etc.) based on their resources. Reporting requirements will remain at the sole discretion of the IDPH.

**Q4.** Regarding the PIDS system, do you have any estimate of when it might be ready? Do you have an estimate of the number of hours per interviewer needed for the PIDS training?

**A4.** At this time, CDC has not indicated when all aspects of PIDS will be available for use. We do not have an estimate for the number of hours of training per interviewer will be needed. The system is designed to be similar to other WIN-CATI systems.

**Q5.** Page 13, Section 2.01, Description of Work and Services, Paragraph Two states "The selected applicant will attempt to complete approximately 90 telephone interviews per batch; batches are in phone phase for a 33 day period." Page 14, Section 2.01, Telephone Survey Process and Transition to PIDS, Paragraph Nine then states "All numbers shall be tried at least 15 times over a 38 day period". Which is correct, a 33 day period or a 38 day period?

**A5.** The correct period is the 38-day period. Refer to Amendment 2.

**Q6.** Page 13, Section 2.01, Description of Work and Services, Paragraph Two states "The selected applicant will attempt to complete approximately 90 telephone interviews per batch; batches are in phone phase for a 33 day period." Page 17, Section 2.03, Staffing or Personnel Requirements, Bullet Point Two states "Applicant must employ an appropriate number of interviewers to complete all call attempts to the expected 90 women per batch." Which is correct? Having a 90 mom per batch sample size in which we must obtain a 30% completion rate or average 90 completes per batch with a larger sample size? If it is a larger sample size, how many records per batch go into phone phase on average? If 90 moms go into phone phase on average, how many completes per batch are currently being obtained?

**A6.** "Having a 90 mom per batch sample size in which we must obtain a 30% completion rate" is correct. The current overall response rate is approximately 60%. The number of responses completed by phone is approximately 30 per batch. Please note that it is approximately 90 mothers per batch but may be more or less depending on the initial size of the batch and the mail response rate.

**Q7.** Page 13, Section 2.01, Telephone Survey Process and Transition to PIDS, Paragraph One states "using paper surveys and phone sheets..." If selected applicant has a system in place

for collecting attempt data without the use of phone sheets, that is more efficient and cost effective, can they use it and provide an additional report at the end of each batch with the attempt information?

**A7.** Applicants are free to propose a management system based on their resources until PIDS is available. Once PIDS is available, the selected applicant is required to use PIDS.

**Q8.** Page 14, Section 2.01, Telephone Survey Process and Transition to PIDS, Paragraph six states “In the event of disconnected or invalid telephone numbers, the selected applicant shall make all attempts necessary to obtain the most current telephone numbers...” How many moms will need additional searches run per batch on average?

**A8.** IDPH is able to provide *initial* phone numbers for all but an average of 11 mothers per batch. Currently, IDPH does not have the capacity to track how many of the initial phone numbers end as an invalid number.

**Q9.** Page 17, Section 2.02, Objectives, Bullet Point Three states” It is expected that 90% - 95% of the records will be matched with at least one telephone number...” Is that 90% - 95% matched by the IDPH or by applicant?

**A9.** The successful applicant is expected to reach 90%-95%. IDPH provides initial phone numbers for an average of 87% of the mothers who go to phone phase. The remaining phone numbers will be searched for by the successful applicant.

**Q10.** Page 19, Section 2.05, Required Reporting, Weekly Progress reports. Could you please provide an example report?

**A10.** Information to be included is a listing of participants categorized by those who are active, completed the survey, attempts were maxed out, refusals, invalid numbers, language barriers, mothers who say they’ve mailed in the survey and those needing new numbers from IDPH internal sources. The current format is an excel spreadsheet that includes a tab for each of the categories listed above. Each tab has columns containing the mother’s identifying information. Please note that this is a list of the current report elements. However, the contents of the reports are subject to change according to the needs of the program as determined at IDPH’s sole discretion. Refer to Amendment 2. In this amendment, it is added to the RFP as Appendix VII.

**Q11.** Page 20, Section 2.05, Required Reporting, Final Batch Reports. Could you please provide an example of report?

**A11.** The Final Batch report contains the same elements as the weekly report but updated to include final outcomes that occurred between the last weekly batch report and the close of the batch. Please note that the list includes current report elements. However, the contents of the reports are subject to change according to the needs of the program as determined at IDPH’s sole discretion. Refer to Amendment 2.

**Q12.** Page 20, Section 2.05, Required Reporting, Federal Funding Accountability and Transparency Act (FFATA) Sub-Awardee Data Form. Could you please provide an example of report? How often is this report delivered?

**A12.** The Federal Funding Accountability and Transparency Act (FFATA) requires IDPH to report information regarding all sub-awardees which receive grant awards of \$25,000 or greater including executive compensation if the federal criteria are met. Refer to Appendix II for the form and instructions for form completion. This report will be required for each contract renewal that meets the criteria. For additional information, refer to the Code of Federal Regulations as reference in the form. Do not submit this form with the proposal.

**Q13.** Page 20, Section 2.06, Outcomes and Performance Measures, Response Rate Performance Measure. In the denominator of the response rate equation, it has a description of “# of moms for whom a valid phone number could not be identified”. Does this only include moms with no phone number? If not, what dispositions are included in this description?

**A13.** The “# of moms for whom a valid phone number could not be identified” includes for example those mothers for whom a number was provided but was disconnected and a new number could not be identified, a phone number was not provided by IDPH and the selected applicant could not find a phone numbers or the mother is no longer at that phone number and a new number could not be found.

**Q14.** While we are currently conducting phone interviews using paper questionnaires for some states, we are also conducting phone phase interviewing using the PRAMS Integrated Data System (PIDS) for some state. We anticipate that when the award date listed in the RFP arrives we will be conducting phone phase interviews using PIDS for all of the states we currently collect data for. If we are awarded the contract would we start Phone phase interviewing using paper questionnaire, or would the IDPH be amenable to starting phone phase interviewing using PIDS.

**A14.** IDPH will be open to the use of PIDS to conduct phone interviews, depending on the status of the PIDS phone module when the contract is awarded. A final contract between IDPH and the selected applicant will be negotiated based on the status of PIDS will in part determine the final contents of the contract.

**Q15.** What is the current average response rate for each batch that reaches phone phase?

**A15.** All batches go to phone phase. The overall response rate (unweighted) for completes by mail and phone is approximately 60%. Approximately 32% of the mothers sent to phone phase complete a phone interview.

**Q16.** The RFP requests 2 references. Is 2 the maximum number of references we are allowed to supply?

**A16.** The maximum number of references allowed is two. If additional references are sent, they will not be considered.

**Q17.** Who is the current contractor conducting your phone phase data collection?

**A17.** The University of Northern Iowa's Center for Social and Behavioral Research is the current contractor.

**Q18.** What is the contracted amount for the current contract?

**A18.** The current contract is for a 6-month period and is for \$28,306.

**Q19.** The RFP mentions a 38 day period for the length of time allotted for attempting to contact the mothers in each batch that goes to phone phase. While we do ask or in general need to extend the period allotted, how frequently if ever, does this time frame get extended at the request of the IDPH?

**A19.** It is not currently possible to extend the 38-day period in which mothers are allowed to be contacted by phone. This is the current length of time approved by Iowa PRAMS IRB. As such, we will not ask the selected applicant to contact mothers beyond the 38-day period.

**Q20.** If the 38 day period allotted for contacting mothers in each batch is extended for a batch will the next batch start as scheduled or will the subsequent batch be held back until the current batch is completed?

**A20.** It is not currently possible to extend the 38-day period in which mothers are allowed to be contacted by phone. This is the current length of time approved by Iowa PRAMS IRB.