**RFP 18-026**

**TECHNICAL PROPOSAL**

**ATTACHMENT E**

**Instructions: Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.**

**2.4.1 Mandatory Requirements**

**Please answer “Yes” or “No”. If any question under section 2.4.1 is answered “No”, then evaluation of the proposal will end and the proposal will no longer be considered for award**

**2.4.1.1** Does the bidder have experience facilitating the completion of an **online** teacher survey?

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**2.4.1.2** Does the bidder have a bank of established survey questions for surveying teacher needs with the ability to customize the final survey that will be released?

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**2.4.1.3** Does the bidder agree to assume the sole lead in communicating and recruiting teachers to complete the survey by the end of the 2017-2018 school year?

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**2.4.1.4** Does the bidder have the server capacity to store teacher survey data for the state? (Up to 80,000 responses.)

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**2.4.1.5** Is the bidder able to provide a flat file with aggregate data for all dimensions of the survey?

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**2.4.1.6** Is the bidder willing and capable to do a one-time presentation of survey findings in-person to the Indiana State Board of Education in Indianapolis?

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**2.4.2 Survey**

**2.4.2.1** Describe the components of your standard teacher survey. Please provide the standard teacher survey as an attachment to your RFP response.

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**2.4.2.2** Describe the validation of your survey questions/items.

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**2.4.2.3** Describe the average time it takes for teachers to complete your standard teacher survey.

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**2.4.2.4** Describe the customization that can occur with the survey, including addition or deletion of questions and possible response types (likert, yes/no, short response, etc.) Please describe the size of the bank of questions that can be used to customize the survey and the categories that are included.

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**2.4.2.5** Describe the process that a teacher would complete to successfully submit a survey response.

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**2.4.3 Technical Assistance**

**2.4.3.1** Describe the communication efforts that the bidder will use to reach teachers across the state. Please attach sample communications that the bidder has used in the past, if applicable.

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**2.4.3.2** Describe the actions the bidder would take to ensure 70% of teachers (approximately 56,000 teachers) participate in the survey.

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**2.4.3.3** Describe the instructions teachers would receive to complete the survey. Please attach sample instructions that the bidder has used in the past, if applicable.

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**2.4.3.4** Describe the process for technical support if a teacher encounters issues while completing or submitting a survey.

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**2.4.4 Reporting**

**2.4.4.1** What are the standard reports that your company provides to your customers? Please provide a list of your company's standard reports, including examples, as an attachment to your RFP response. Please note which are available online.

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**2.4.4.2** Describe which reports would be available for state use, district use, and school use.

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**2.4.4.3** Please detail your company’s customized and ad hoc reporting capabilities including how long the State will wait to receive new requests for information.

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**2.4.5 Professional Development**

**2.4.5.1** Describe in detail the resources the bidder has available to assist stakeholders in interpreting the survey result reports. Please provide sample resources as an attachment.

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**2.4.5.2** Describe in detail any other professional development the bidder would provide to the state, districts, or schools to effectively utilize the results of the surveys.

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**2.4.6 Account Management**

**2.4.6.1** Please describe in detail your company’s proposed account management team structure including names and contact information (phone number and e-mail address), and services each individual or group will perform.

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**2.4.6.2**  Please describe your company’s capacity to provide in-person support to the IDOE. If in-person support is available, list your hourly charge (including travel expenses).

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**2.4.6.3** Please describe a sample timeline to create, communicate, distribute, collect, and analyze a statewide teacher survey that include time intervals (number of months, weeks, or days) for each process listed above.

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**2.4.6.4** Please describe the method (i.e. e-mail, phone conference, in person, etc.), content, and frequency of status updates and project communication that would be provided to the IDOE.

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**2.4.6.5** What is your company's standard process for problem resolution, including standard response times? What is the escalation process if the standard resolution process cannot resolve an issue?

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**2.4.6.6** Please provide a confidentiality policy and assurance for individual teacher survey data.

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