

Submission of Written Questions

Instructions

This Response Template must be used for submission of written questions. All questions should provide the requested information. Those that do not, may not be answered by ADH. The Vendor may add as many lines as needed. ADH would strongly prefer the Vendor to ask multi-part questions as individual questions on separate lines. **Instructions:** Complete all cells of each question asked in the Table below. Clearly identify the referenced section or text.

Question	Reference (page number, section number, paragraph)	Specific IFB Language	Question	Response
1	General		Are there any anticipated CDC methodology or operational changes expected for the 2027 survey year that could materially affect sampling methodology, response rate expectations, questions length, reporting requirements, or landline/cellular distribution targets, or online surveys?	At this moment, I know of no anticipated CDC methodology or operational changes for 2027.
2	General		Please confirm that the Contractor would submit data to the CDC directly and copy the State.	Yes, the Contractor will submit data to the CDC and the state. The contractor will submit to CDC via CDC's data portal and to the State via a Contractor created data portal.
3	General		What optional modules does the State want to include?	Those vary by year depending on CDC's BRFSS instrument for the year.
4	General		Will the State please provide State-added questions (number of questions and question wording)?	Yes, the State provides the State-added questions, number and wording, when these are established and tested questions. There have been instances when State-added questions are new and Contractor must test and reshape appropriately.
5	General		Which year is the next biannual rotating core needed and what questions does that include?	There are even year and odd year rotating core questions.
6	General		Will additional questions be added by the CDC or the State after the performance period begins?	CDC determines the Core and Module questions. As such, the combination of questions for each year may change from one year to the next.
7	General		Will the State require advanced letters (one side English/one side Spanish) mailed to both cell phone lines and landlines that are matched to an address?	The State handles the pre-notification letters.
8	General		Approximately how many advanced letters are mailed each month?	There are usually about 3,500 letters mailed per month.
9	General		Are advanced letters mailed to both cell phones and landlines with matching addresses? Or which type, cell phone or landline?	Advanced notification letters are mailed to only landline respondents.
10	General		Will the State provide a copy of the advanced letter, if used?	A Contractor may request a copy of the advance notice letter.
11	Official Bid Price Sheet	Table 1: Landline Costs	Is the bid sheet template assuming there will be 1300 interviews per 54 questions for the landline costs?	Arkansas maintains a 5,200 sample size, 25% landline (1,300 interviews). "54" refers to an estimated total number of Module and State-added questions. This number may change depending on Module and State-added questions included in a particular years instrument.
12	Official Bid Price Sheet	Table 2: Cellular Costs	Is the bid sheet template assuming there will be 3900 interviews per 54 questions for the cellular costs?	Arkansas maintains a 5,200 sample size, 75% landline (3,900 interviews). "54" refers to an estimated total number of Module and State-added questions. This number may change depending on Module and State-added questions included in a particular years instrument.
13	IFB Pages 5-6, Section 1.10	Pricing	The IFB indicates the price sheet will auto populate but the price sheet is a PDF. Will the State provide a price sheet that auto-calculates?	Yes, each year, after the content for the questionnaire settled, the State will provide the Contractor with a price sheet that autopopulates. Please email heather.v.bailey@arkansas.gov to request an excel version of the Official Bid Price Sheet.

14	IFB Pages 5-6, Section 1.10	Pricing	Will the bid sheet calculate both a cost for question and cost per interview for optional module and state added questions?	There is a standard cost for the core and price per question for each additional module or state-added question.
15	IFB Page 13, Section 2.3.F.	The Prospective Contractor shall have five (5) or more years of experience conducting surveys using the random-digit-dialing sample technique.	The CDC will provide the Contractor the phone numbers to call; therefore, random-digit-dialing is not needed. Is this correct?	Yes, the CDC provides the Contractor with telephone numbers.
16	IFB Page 13, Section 2.4 E	The Contractor shall offer interviews in both English and Spanish using the questionnaire provided by ADH/VRSB and CDC for each calendar year.	Please provide an expected percentage of completed interviews in Spanish, if possible.	2% or less is the estimated percentage of Spanish completed interviews over recent years.
17	IFB Page 13, Section 2.4.E	The Contractor shall offer interviews in both English and Spanish using the questionnaire provided by ADH/VRSB and CDC for each calendar year.	Approximately what percentage of completed interviews during recent survey years where conducted in Spanish?	Percentage of Spanish completed interviewed ranged from 0.85%-2.0% over the past recent survey years.
18	IFB Page 14, Section 2.4. L.	1. The Contractor shall maintain the minimum of forty percent (40%) response rate for landline and cellular phone interviews as calculated by the AAPOR method (the median survey response rate for all states in 2024 was 43.9%, with a range from 30.7% to 64.8%. 2. The Contractor should attempt to maintain or increase the 2024 BRFSS AAPOR combined response rate of 49.0% - 55.5% for landline surveys and 46.3% - 49.0% for cellular phone surveys.	Will the State please provide historical landline, cellular, and combined response rates for the previous three survey years?	2024: LL 55.5%, CLL 46.3%, CRR 49.0%; 2023: LL 55.8%, CLL 46.3%, CRR 49.3%; 2022: LL 48.8%, CLL 47.7%, CRR 48.0%.
19	IFB Page 15, Section 2.6	Secure Data Portal	Does ADH currently maintain an existing Secure Data Portal for contractor use, or is the Contractor expected to develop, host, and maintain the portal?	The Contractor is expected to develop, host, and maintain a portal.
20	IFB Page 18, Section 2.11	Sample/Sampling Design	Will the State request addresses from the CDC for advanced letter mailings?	The State handles the pre-notification letters.
21	IFB Page 18, Section 2.11	Sample/Sampling Design	At what frequency will the State provide the samples to the Contractor?	Generally, samples are sent to the Contractor from CDC on a monthly basis.
22	IFB Page 18, Section 2.11	Sample/Sampling Design	What was the last annual sample size and last monthly sample size categorized by landline and cell phone for the State?	Generally, annual target is 5,200, monthly targets are 1,300/12 for landline and 3,900/12 for cell phone.
23	IFB Page 18, Section 2.11.A.	The Contractor shall draw samples, implement sample design, and manage samples from the CDC as directed by ADH/VRSB.	How large has the monthly sample size been each month of the last survey administration?	Generally, monthly targets are 1,300/12 for landline and 3,900/12 for cell phone. However, if there have been some administrative delays, monthly targets may be more.
24	IFB Page 18, Section 2.11. A.-D.	sample management	Will the State please provide historical monthly sample sizes for both landline and cellular surveys for the previous three survey years?	Generally, monthly targets are 1,300/12 for landline and 3,900/12 for cell phone. However, if there have been some administrative delays, monthly targets may be more.

25	IFB Page 19, Section 2.12. J.	The Contractor shall make a minimum of eight (8) attempts to contact a household during the monthly interviewing period, unless formal appointments are made with potential respondents.	Approximately how many total outbound call attempts are made per month across both landline and cellular operations?	This will be estimated at (1,300/12)*8 for landline and (3,900/12)*8 for cell phone per month.
26	IFB Page 19, Section 2.12 J.	The Contractor shall make a minimum of eight (8) attempts to contact a household during the monthly interviewing period, unless formal appointments are made with potential respondents.	Please clarify number of minimum attempts. IFB indicates minimum of 8 attempts while Attachment B: 2026 BRFSS Data Collection Protocol with Disposition Table document indicates 6 attempts on page 7 in the Data Collection section.	Arkansas has a minimum of 8 attempts.
27	IFB Page 19, Section 2.12. J.	The Contractor shall make a minimum of eight (8) attempts to contact a household during the monthly interviewing period, unless formal appointments are made with potential respondents.	Approximately how many total calls per month are made?	This will be estimated at (1,300/12)*8 for landline and (3,900/12)*8 for cell phone per month.
28	IFB Page 19, Section 2.12. L.	Eligible persons who initially refuse to be interviewed must be contacted at least one (1) additional time during the monthly interviewing period and given the opportunity to be interviewed, except for special circumstances as outlined in the current year's BRFSS Data Collection Guide and determined by ADH/VRSB.	Does the State have a preferred refusal conversation protocols? If so, please provide the preferred method.	No, the State does not have a preferred refusal conversation.
29	IFB Pages 22-23, Section 2.16	Reporting	Will the State please provide sample versions of the following to assist with operational and pricing assumptions: <ul style="list-style-type: none"> • Monthly Call History Reports • Quality Control Reports • Technical Summary Reports 	See attached examples of reports.
30	IFB Pages 22-23, Section 2.16. B.2.	The Quality Control Report must include: a. Call dispositions by numbers of eligible respondents. b. Number of completed interviews. c. Response rates. d. Other call data as requested by ADH/VRSB.	Will the State please provide a completed and filled out copy of any monthly call history report?	See attached examples of reports.
31	Bid Solicitation Document, page 4	2. The following items should be submitted in the original Bid Response Packet as a hard copy and as an electronic copy, preferably on a flash drive and in PDF format.	Please clarify whether the electronic submission copy must include the complete bid package including the bid signature page, or only the documents specifically identified in Section 1.7.A.2.	The electronic submission on a flash drive must be identical to the original hard copy bid submission.
32	Bid Solicitation Document, page 4	2. The following items should be submitted in the original Bid Response Packet as a hard copy and as an electronic copy, preferably on a flash drive and in PDF format.	Please confirm the total number of hard-copy submission versions are required, including whether only one original response packet is required or whether additional duplicate hard copies are expected?	The original hard copy response must include all items listed on page 4 of the IFB.

33	Bid Solicitation Document page 6	F. Prospective Contractor shall fill in all orange-shaded cells on the Official Bid Price Sheet. 1. Do not alter, write, or mark on the Official Bid Price Sheet except to enter the pricing in the designated pricing cells.	The Pricing Sheet was provided as a PDF. Will ADH release an Excel version, or should offeror's complete and submit as PDF?	To receive an Excel version of the Official Bid Price Sheet, please email the request to heather.v.bailey@arkansas.gov.
34	Bid Solicitation Document page 4, Bid Response Packet Page 1	i. An official authorized to bind the Prospective Contractor(s) to a resultant contract must sign the Bid Signature Page included in the Bid Response Packet. Signature may be ink or digital.	Section 1.7.A.1.a.i states that signatures may be ink or digital; however, the Bid Signature Page states "Use Ink Only." Please clarify whether electronically signed signatures are acceptable for all submission documents.	The signature may be ink or digital.
35	Bid Solicitation Document, page 7, and page 12	G. Qualifications and proposed services must meet or exceed the required specifications as set forth in this Bid Solicitation.	Section 1.1.4 G states that "Qualifications and proposed services must meet or exceed the required specifications as set forth in this Bid Solicitation." How should offerors demonstrate they meet or exceed the required specifications? Please clarify whether bidders should submit organizational qualifications or an approach to proposed services in compliance with Section 2.3 Items B-G	Requires submission of organizational qualifications and experience.
36	Bid Solicitation Document, page 13	"1. Completed interviews are interviews eligible for a disposition code of "1100" as defined in the 2026 BRFSS data collection guide, indicating that the selected respondent has completed the interview through the last question."	To confirm, partially completed interviews (disposition code 1200) will not count towards the total number of completes. Correct?"	Completed interviews are interviews eligible for a disposition code of "1100" as defined in the 2026 BRFSS data collection guide, indicating that the selected respondent has completed the interview through the last question.
37	Bid Solicitation Document, page 19	J. The Contractor shall make a minimum of eight (8) attempts to contact a household during the monthly interviewing period, unless formal appointments are made with potential respondents.	CDC BRFSS protocol indicates "New callback rules allow for phone numbers without contact to have a maximum number of calling attempts at 6. If any interim disposition indicates that contact has been made, the number of calling attempts will be increased to 8." As a result, some records will have less than 8 call attempts. Can ADH confirm following this CDC protocol is acceptable?	Yes, new callback rules allow for phone numbers without contact to have a maximum number of calling attempts at 6. Otherwise, Contractor shall make a minimum of 8 attempts to contact a household during monthly interviewing period.
38	Bid Solicitation Document, page 4	2. The following items should be submitted in the original Bid Response Packet as a hard copy and as an electronic copy, preferably on a flash drive and in PDF format.	Please clarify whether the electronic submission copy must include the complete bid package including the bid signature page, or only the documents specifically identified in Section 1.7.A.2.	The electronic submission on a flash drive must be identical to the original hard copy bid submission.