

STATE OF MARYLAND



MARYLAND HEALTH CARE COMMISSION

4160 PATTERSON AVENUE BALTIMORE, MARYLAND 21215

AREA CODE 410-764-3460 FAX 410-358-1236

AMENDMENT 2

January 24, 2018

MHCC 18-001

“Maryland Nursing Home Experience of Care Surveys”

Prospective Vendors:

This notification is being issued to amend and clarify certain information contained in the above named solicitation. All information contained herein is binding on all Offerors who respond to this solicitation. Specific parts of the solicitation have been amended. The revisions/deletions/additions are being identified as follows: new language has been double underlined and marked in bold (ex. **new language**) and language deleted has been marked with a ~~strikeout~~ (ex. ~~language deleted~~).

Should you require clarification of the information provided in this amendment, please contact me at (410) 764-8791.

Andrea Allen
Procurement Officer

- Survey Non-Response Analysis;
- Reliability Analysis;
- Composite score correlation with overall satisfaction;
- Item Level correlation with overall satisfaction;
- Skip Pattern Analysis (if applicable);
- Item Level Non-Response Analyses;
- Analysis of Multiple Responders;
- Trend analysis (as indicated); and
- Predictive analysis (as indicated).

2.3.1.2.6 Returned Surveys

The Contractor shall retain a copy of each returned survey for a minimum of six (6) months following the end of the Contract period ~~and including the option year, if exercised~~. After the six month period, the Contractor shall contact the Contract Monitor concerning disposition of the surveys. The Contractor shall destroy the surveys at the direction of Contract Monitor. The method of destruction shall safeguard confidentiality of these materials, as described in Attachment P – MHCC Data Use Agreement (DUA). The Contractor shall dispose of the data files (including analysis files developed for work under the Contract) as specified in the DUA.

2.3.1.3 Report Production

2.3.1.3.1 Progress Reports

1. The Contractor shall complete to-date difficulties/issues encountered, and provide solutions implemented to minimize them. The initial progress report is due thirty (30) Business Days after the implementation of the communication plan and subsequent reports are due at two week intervals. The Contractor shall submit the updated progress report by email in table format.
2. In addition to the Progress Report, the Contractor shall deliver to the Contract Monitor during the survey collection period, the following documents:
 - a. a weekly status report on the cumulative survey response rates for each nursing home (beginning two weeks after surveys are mailed); and
 - b. an every other week submission including inquiries from family members/responsible parties, Contractor summaries by category, and the general response to these inquiries.

2.3.1.3.2 The Contractor shall produce a facility-specific report for each facility in electronic format and in paper format.

1. Individual nursing home facility level reports showing for each facility the results that pertain only to that facility along with a comparison of the facility's results to prior results (if applicable) and statewide results including peer group results (peer groupings used in the nursing home survey are licensed bed size, profit type, and region of services provided).
2. A statewide report that summarizes the findings for all Maryland facilities in both paper and electronic format for posting on the consumer website.
 - a. The reports shall consist of the following: