REQUEST FOR PROPOSAL

#### The University of Texas Health Science Center at Houston

**Health of Houston Survey**

**for the**

#### Institute for Health Policy

#### RFP No.: 744-R1618 Health of Houston Survey

Bid Submittal Deadline: Friday, June 3, 2016 @ 2:00PM CST

HUB Plan Submittal Deadline: Friday, June 3, 2016 @ 2:00PM CST

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Prepared By:

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May 3, 2016

Request for PROPOSAL

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##### SECTION 1

**INTRODUCTION**

* 1. **Description of University**

Founded in 1972, The University of Texas Health Science Center at Houston (UTHealth) is one of the fifteen component Universities of The University of Texas System. UTHealth is the most comprehensive academic health center in Texas, and is comprised of the following buildings & schools:

* Medical School (MSB) - 6431 Fannin Street
* Medical School Expansion (MSE) – 6431 Fannin Street
* Cyclotron Building (CYC) – 6431 Fannin Street
* School of Dentistry (SOD) – 7500 Cambridge Street
* School of Public Health (SPH) - 1200 Pressler Street
* School of Nursing (SON) – 6901 Bertner Avenue
* School of Biomedical Informatics (SBMI) - 7000 Fannin Street
* Graduate School of Biomedical Sciences (GSBS)– 6767 Bertner Avenue
* Biomedical & Behavioral Sciences Building (BBS) – 1941 East Road
* Institute of Molecular Medicine (IMM) – 1825 Pressler Street
* Harris County Psychiatric Center (HCPC) - 2800 South MacGregor Drive
* Operations Center Building (OCB) -1851 Cross Point Avenue
* University Center Tower (UCT) - 7000 Fannin Street
* Professional Building (UTPB) - 6410 Fannin Street

UTHealth combines biomedical sciences, behavioral sciences, and the humanities to provide interdisciplinary activities essential to the definition of modern academic health science education. UTHealth is committed to providing health professional education and training for students, and is dedicated to providing excellence in research and patient care, which is offered through its clinics, Memorial Hermann Hospital System (its primary teaching hospital), and other affiliated institutions. UTHealth is a major part of the concentration of medical schools, hospitals and research facilities generally referred to as the Texas Medical Center.

The University of Texas Health Science Center at Houston System has nearly 6,500 employees and approximately 4,500 students. As a component of the University of Texas System, UTHealth is subject to the “Rules and Regulations of the Board of Regents of the University of Texas System for the government of The University of Texas System.”

**1.2 Background and Special Circumstances**

The Institute for Health Policy was established at The University of Texas Health Science Center at Houston School of Public Health to assist researchers throughout UTHealth in translating their technical findings into usable advice for program administrators and practical recommendations for health policymakers. The Institute will also serve as a catalyst for policy-relevant research and will broker opportunities for faculty to apply their expertise to inform current policy debates.  In addition, specialized training and education in policy translation, design and development will be offered.

**1.3 Objective of this Request for Proposal**

The University of Texas Health Science Center at Houston (“**University**”) is soliciting proposals in response to this Request for Proposal for Selection of a Vendor to Provide Survey Collection Services related to the Health of Houston Survey, RFP No.744-R1618 (this “**RFP**”).

**1.4 Group Purchase Authority**

Texas law authorizes institutions of higher education (defined by Section 61.003, Education Code) to use the group purchasing procurement method (ref. Sections 51.9335, 73.115, and 74.008, Education Code). Additional Texas institutions of higher education may therefore elect to enter into a contract with the successful Proposer under this RFP. In particular, Proposer should note that University is part of The University of Texas System ("UT System"), which is comprised of fourteen institutions described at <http://www.utsystem.edu/institutions>. UT System institutions routinely evaluate whether a contract resulting from a procurement conducted by one of the institutions might be suitable for use by another, and if so, this could give rise to additional purchase volumes. As a result, in submitting its proposal in response to this RFP, Proposer should consider proposing pricing and other commercial terms that take into account such higher volumes and other expanded opportunities that could result from the eventual inclusion of other institutions in the purchase contemplated by this RFP.

**SECTION 2**

**NOTICE TO PROPOSER**

**2.1 Submittal Deadline**

University will accept proposals submitted in response to this RFP until 2:00PM CST on Friday, June 3, 2016 (the “**Submittal Deadline**”).

**2.2 University Contact Person**

Proposers will direct all questions or concerns regarding this RFP to the following University contact (“**University Contact**”):

The University of Texas Health Science Center at Houston

Procurement Services

1851 Crosspoint, OCB1.160

Houston, Texas 77054

Michael Ochoa, C.P.M.

[Michael.Ochoa@uth.tmc.edu](mailto:Michael.Ochoa@uth.tmc.edu)

University specifically instructs all interested parties to restrict all contact and questions regarding this RFP to written communications forwarded to University Contact. University *Contact must receive all questions or concerns via email no later than 10:00AM CST on Wednesday, May 18, 2016.* University will have a reasonable amount of time to respond to questions or concerns. It is University’s intent to respond to all appropriate questions and concerns; however, University reserves the right to decline to respond to any question or concern.

**2.3 Criteria for Selection**

The successful Proposer, if any, selected by University in accordance with the requirements and specifications set forth in this RFP will be the Proposer that submits a proposal in response to this RFP on or before the Submittal Deadline that is the most advantageous to University. The successful Proposer is referred to as the “**Contractor**.”

Proposer is encouraged to propose terms and conditions offering the maximum benefit to University in terms of (1) services to University, (2) total overall cost to University, and (3) project management expertise. Proposers should describe all educational, state and local government discounts, as well as any other applicable discounts that may be available to University in a contract for the Services.

An evaluation team from University will evaluate proposals. The evaluation of proposals and the selection of Contractor will be based on the information provided by Proposer in its proposal. University may give consideration to additional information if University deems such information relevant.

The criteria to be considered by University in evaluating proposals and selecting Contractor, will be those factors listed below:

**PRICING STRUCTURE – (30%)** Evaluation in this category will be based on the Respondent’s fees as stated in **Section 6.1** of this RFP. Respondents providing the best cost and budget expectations will be given the highest available score in this category. Next ranked respondents will be proportionately ranked accordingly.

**QUALIFICATIONS – (70%)** Evaluation in this category will be based on the Respondent’s qualifications as outlined in **Section 5.2.7** of this RFP.

**2.4 Key Events Schedule**

Issuance of RFP May 3, 2016

Deadline for Questions/Concerns Wednesday, May 18, 2016 @ 10:00AM CST

(ref. **Section 2.2** of this RFP)

Submittal Deadline Friday, June 3, 2016 @ 2:00PM CST

(ref. **Section 2.1** of this RFP)

**2.5 Historically Underutilized Businesses**

2.5.1 All agencies of the State of Texas are required to make a good faith effort to assist historically underutilized businesses (each a “**HUB**”) in receiving contract awards. The goal of the HUB program is to promote full and equal business opportunity for all businesses in contracting with state agencies. Pursuant to the HUB program, if under the terms of any agreement or contractual arrangement resulting from this RFP, Contractor subcontracts any of the Services, then Contractor must make a good faith effort to utilize HUBs certified by the Procurement and Support Services Division of the Texas Comptroller of Public Accounts. Proposals that fail to comply with the requirements contained in this Section 2.5 will constitute a material failure to comply with advertised specifications and will be rejected by University as non-responsive. Additionally, compliance with good faith effort guidelines is a condition precedent to awarding any agreement or contractual arrangement resulting from this RFP. Proposer acknowledges that, if selected by University, its obligation to make a good faith effort to utilize HUBs when subcontracting any of the Services will continue throughout the term of all agreements and contractual arrangements resulting from this RFP. Furthermore, any subcontracting of the Services by the Proposer is subject to review by University to ensure compliance with the HUB program.

2.5.2 University has reviewed this RFP in accordance with Title 34, *Texas Administrative Code*, Section 20.13 (a), and has determined that subcontracting opportunities are probable under this RFP.

2.5.3 A HUB Subcontracting Plan (“**HSP**”) is required as part of Proposer’s proposal. The HSP will be developed and administered in accordance with University’s Policy on Utilization of Historically Underutilized Businesses attached as **APPENDIX THREE** and incorporated for all purposes.

*Each Proposer must complete and return the HSP in accordance with the terms and conditions of this RFP, including* ***APPENDIX THREE****. Proposers that fail to do so will be considered non-responsive to this RFP in accordance with Section 2161.252, Government Code.*

*Questions regarding the HSP may be directed to:*

*Contact: Shaun McGowan*

*HUB & Small Business Program Manager*

*Phone: (713) 500-4862*

*Email:* [*Shaun.A.McGowan@uth.tmc.edu*](mailto:Shaun.A.McGowan@uth.tmc.edu)

Contractor will not be permitted to change its HSP unless: (1) Contractor completes a newly modified version of the HSP in accordance with the terms of **APPENDIX THREE** that sets forth all changes requested by Contractor, (2) Contractor provides University with such a modified version of the HSP, (3) University approves the modified HSP in writing, and (4) all agreements or contractual arrangements resulting from this RFP are amended in writing by University and Contractor to conform to the modified HSP.

2.5.4 *In addition to the materials identified in* ***Section 3*** *of this RFP*, Proposer must submit the following HUB materials (“**HUB Materials**”):

1. **one (1) complete original paper copy(ies) of Proposer’s *HSP***, and
2. **one (1) complete electronic copy(ies) of Proposer’s *entire proposal* in a single .pdf file on a flash drive**,

to University *at the same time Proposer submits the other copies of its proposal* and *no later than the Submittal Deadline* (ref. **Section 2.1** of the RFP).

Proposer’s HUB Materials must be submitted to University (as instructed in **Section 3.2** of this RFP) under separate cover and in a separate envelope (the “**HSP Envelope**”).  Proposer must ensure that the top outside surface of its HSP Envelope clearly shows and makes visible:

2.5.4.1 the RFP No. (ref. **Section 1.3** of this RFP) and the Submittal Deadline (ref. **Section 2.1** of this RFP), both located in the lower left hand corner of the top surface of the envelope,

2.5.4.2 the name and the return address of the Proposer, and

2.5.4.3 the phrase “HUB Subcontracting Plan”.

Any proposal submitted in response to this RFP that is not accompanied by a separate HSP Envelope meeting the above requirements will be rejected by University and returned to the Proposer unopened as that proposal will be considered non-responsive due to material failure to comply with advertised specifications. Furthermore, University will open a Proposer’s HSP Envelope prior to opening the proposal submitted by the Proposer, in order to ensure that the Proposer has submitted the number of completed and signed originals of the Proposer’s HUB Subcontracting Plan (“HSP”) that are required by this RFP. A Proposer’s failure to submit the number of completed and signed originals of the HSP that are required by this RFP will result in University’s rejection of the proposal submitted by that Proposer as non-responsive due to material failure to comply with advertised specifications; such a proposal will be returned to the Proposer unopened (ref. **Section 1.5** of **Appendix One** to this RFP). **Note**: The requirement that Proposer provide two originals of the HSP under this **Section 2.5.4** is separate from and does not affect Proposer’s obligation to provide University with the number of copies of its proposal as specified in **Section 3.1** of this RFP.

2.5.5 University may offer Proposer the opportunity to seek an informal review of its draft HSP by University’s HUB Office. If University elects to extend this offer, details regarding the opportunity will be provided during the Pre-Proposal Conference (ref. **Section 2.6** of this RFP) or by other means. This process of informal review is designed to help address questions Proposer may have about how to complete its HSP properly. Any concurrence in or comments on Proposer’s draft HSP by University’s HUB Office will *not* constitute formal approval of the HSP, and will *not* eliminate the need for Proposer to submit its final HSP to University, concurrently with Proposer’s proposal, in accordance with the detailed instructions in this **Section 2.5**.

**Please note the HSP can be reviewed by the Manager of the HUB and Small Business Program up to 24 hours before the HSP is due.  THIS IS STRONGLY ENCOURAGED to ensure compliance with HSP guidelines.  Failure to meet guidelines outlined in the HSP will result in disqualification of your proposal.**

**It is recommended that ALL HSPs be reviewed by the HUB manager 7 DAYS prior to the HSP due date, thus allowing for correction and compliance.**

2.5.6 **HUB Subcontracting Plans will be evaluated on June 3, 2016. An email will be sent to all Respondents indicating those plans that passed and failed. At that time, the bids with a passing HUB Subcontracting Plan will be opened.**

**SECTION 3**

**SUBMISSION OF PROPOSAL**

**3.1 Number of Copies**

Proposer must submit a total of six (6) complete and identical copies of its *entire* proposal and a complete and identical copy of its *entire* proposal on CD-ROM.. An *original* signature by an authorized officer of Proposer must appear on the Execution of Offer (ref. **Section 2** of **APPENDIX ONE**) of at least one (1) copy of the submitted proposal. The copy of the Proposer’s proposal bearing an original signature should contain the mark “original” on the front cover of the proposal.

**3.2 Submission**

Proposals must be received by University on or before the Submittal Deadline (ref. **Section 2.1** of this RFP) and should be delivered to:

The University of Texas Health Science Center at Houston

Procurement Services

1851 Crosspoint, OCB1.160

Houston, TX 77054

Attn: Michael Ochoa, C.P.M.

***Proposals should be delivered in a sealed envelope, box, or other container with the information above appearing on the exterior. Indicate the bid number; RFP744-R1618 on the exterior of the package for identification purposes.***

**3.3 Proposal Validity Period**

Each proposal must state that it will remain valid for University’s acceptance for a minimum of One Hundred Twenty (120) days after the Submittal Deadline, to allow time for evaluation, selection, and any unforeseen delays.

**3.4 Terms and Conditions**

3.4.1 Proposer must comply with the requirements and specifications contained in this RFP, including the Agreement (ref. **APPENDIX TWO**), the Notice to Proposer (ref. **Section 2** of this RFP), and the Proposal Requirements (ref. **APPENDIX ONE**) and the Specifications (ref. **Section 5** of this RFP). If there is a conflict among the provisions in this RFP, the provision requiring Proposer to supply the better quality or greater quantity of services will prevail, or if such conflict does not involve quality or quantity, then interpretation will be in the following order of precedence:

3.4.1.1. Specifications (ref. **Section 5** of this RFP);

3.4.1.2. Agreement (ref. **APPENDIX TWO**);

3.4.1.3. Proposal Requirements (ref. **APPENDIX ONE**);

3.4.1.4. Notice to Proposers (ref. **Section 2** of this RFP).

**3.5 Submittal Checklist**

Proposer is instructed to complete, sign, and return the following documents as a part of its proposal. If Proposer fails to return each of the following items with its proposal, then University may reject the proposal:

3.5.1 Signed and Completed Execution of Offer (ref. **Section 2** of **APPENDIX ONE**)

3.5.2 Signed and Completed Pricing and Delivery Schedule (ref. **Section 6** of this RFP)

3.5.3 Responses to Proposer's General Questionnaire (ref. **Section 3** of **APPENDIX ONE**)

3.5.4 Signed and Completed Addenda Checklist (ref. Section 4 of **APPENDIX ONE**)

3.5.5 Responses to questions and requests for information in **Section 5.2.7** of this RFP.

3.5.6 Signed and completed originals of the HUB Subcontracting Plan or other applicable documents (ref. **Section 2.5** of this RFP and **APPENDIX THREE**).

3.5.7 Signed and completed W-9 Form.

3.5.8 Copy of Proposer’s insurance certificate in accordance with limits stated in the attached Sample Agreement (ref. **APPENDIX TWO**).

**SECTION 4**

**GENERAL TERMS AND CONDITIONS**

The terms and conditions contained in the attached Agreement (ref. **APPENDIX TWO**) or, in the sole discretion of University, terms and conditions substantially similar to those contained in the Agreement, will constitute and govern any agreement that results from this RFP. If Proposer takes exception to any terms or conditions set forth in the Agreement, Proposer will submit a list of the exceptions as part of its proposal. Proposer’s exceptions will be reviewed by University and may result in disqualification of Proposer’s proposal as non-responsive to this RFP. If Proposer’s exceptions do not result in disqualification of Proposer’s proposal, then University may consider Proposer’s exceptions when University evaluates the Proposer’s proposal.

**SECTION 5**

**SPECIFICATIONS AND ADDITIONAL QUESTIONS**

**5.1 General**

The minimum requirements and the specifications for the Services, as well as certain requests for information to be provided by Proposer as part of its proposal, are set forth below. As indicated in **Section 2.3** of this RFP, the successful Proposer is referred to as the “**Contractor**.”

The basic function of this RFP shall be for a Contractor to perform a survey on behalf of the University.

**5.2 Scope of Work**

Contractor will provide the following services to University:

5.2.1 **Project Overview**

The Institute for Health Policy (IHP) at The University of Texas Health Science Center at Houston School of Public Health (UTSPH) will be conducting the second round of the Health of Houston Survey (Survey 2016), a comprehensive health survey of Harris County (Texas) residents. The first Health of Houston Survey was conducted in 2010-2011. Survey 2016 will collect data to (1) support community-level plan­ning activities and evaluation efforts, (2) assist communities and the organizations that serve them, in priority setting, and (3) empower individuals and organizations to advo­cate for their communities and pursue funding opportunities. Survey 2016 will continue to im­prove upon the available administrative data by adding health-related information from an address-based, representative sample of adult residents living in households and will allow us to benchmark current health indicators at a sub-county level against those collected in 2010. Major content areas covered in the survey will include heath status and chronic conditions, health risk behaviors, health care access and health insurance coverage, preventive services, psychosocial factors and neighborhood characteristics. The survey will be administered in two languages, English and Spanish, and in telephone (CATI) and web versions. Survey 2016 will collect health information on both adults and children (by adult proxy) residing in Harris County and the City of Houston. The 2010 survey, methods, questionnaire and data can be found at [www.hhs2010.net](http://www.hhs2010.net).

5.2.2 **Sample**

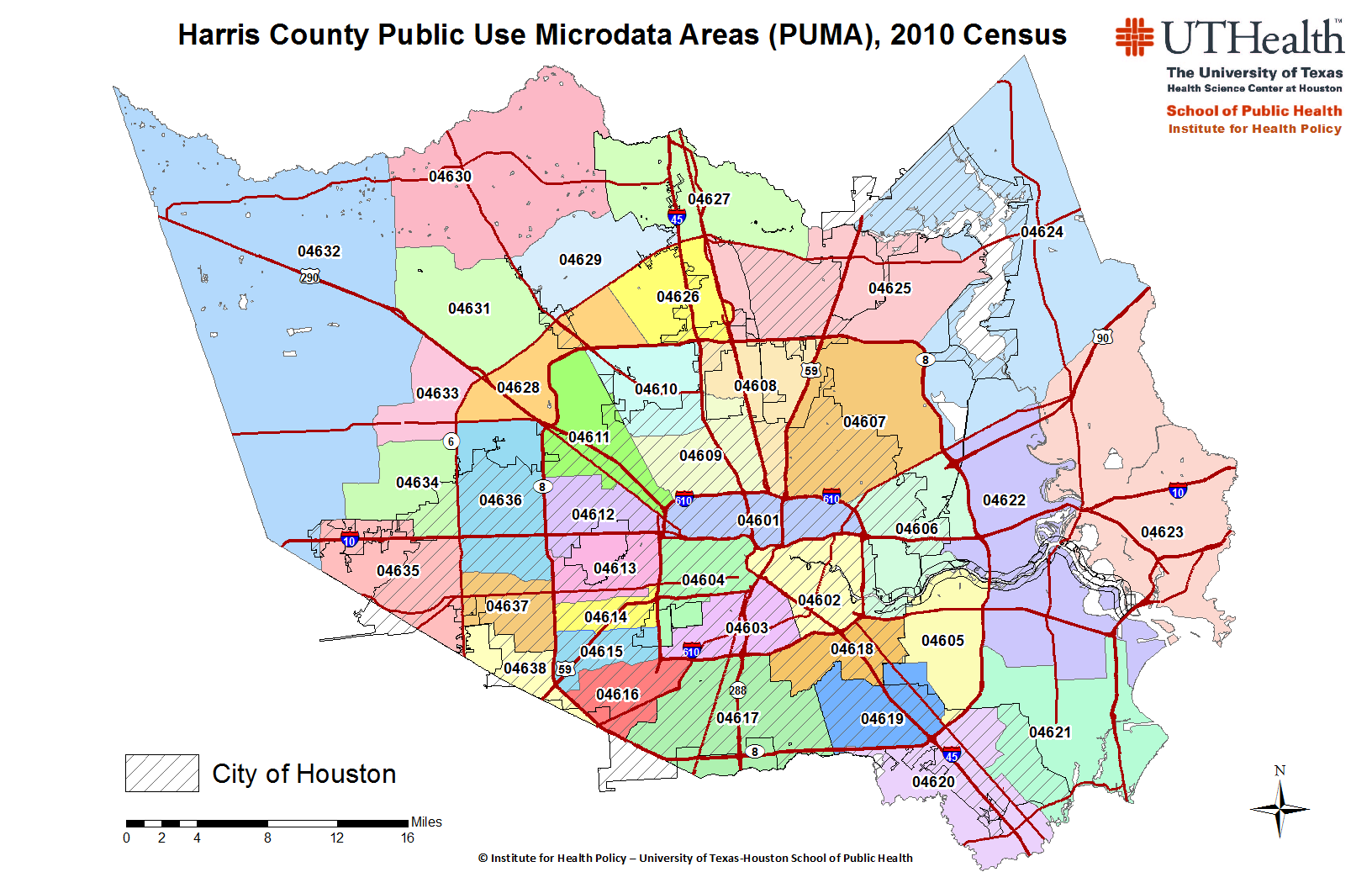
The purpose of Survey 2016 is to collect a variety of health-related information from a random sample of approximately 4.3 million area residents. The principal goals of Survey 2016 are to produce reliable and unbiased countywide estimates for the total population of Harris County and for 7 geographic subcounty aggregations, corresponding to our aggregations of U.S. Census 2010 PUMAs (Public Use Microdata Areas) (Exhibit 1a and 1b), as well as:

* + 1. its main ethnic/racial groups (i.e., Whites, Hispanics, African-Americans, and Asians),
    2. subpopulations in three income groups; residents at or below federal poverty level (FPL), residents between FPL and 200 percent FPL, and residents at above 200 percent FPL, and
    3. subpopulations in three age groups; from 0-17 years old, between 18-64 years old and 65 years old and over (*number of interviews completed by respondents above 65 years old should be capped to preserve its proportionality to other age groups in the real population estimates*).

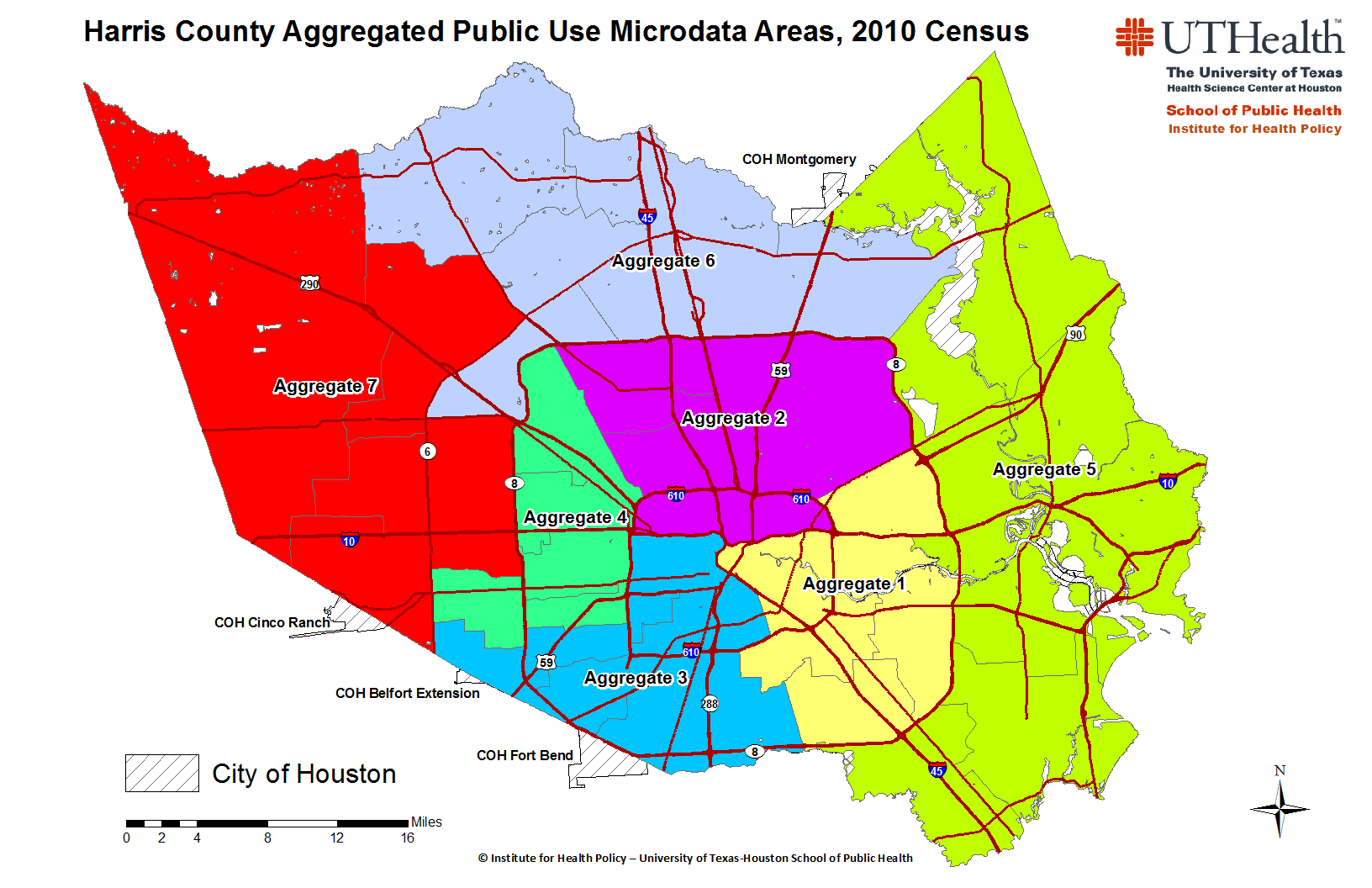
Because the Survey 2016 will represent adults at the subcounty level, an address-based sampling frame is preferred. This sampling method allows for potential geographic stratification, oversampling of ethnic groups concentrated in enclaves within the county, and the improvement of subcounty area estimates. The Contractor should describe in detail how residential addresses will be obtained for our 7 subcounty aggregations (based on our aggregation of 2010 PUMAs for Harris County), and what strategies will be used to select respondent households in each stratum. Although we are suggesting these PUMAs aggregation areas as sampling strata, we are open to considering other sampling geographies. Details should also be provided on how sampled addresses can be matched to household telephone numbers and the expected matching rate. The randomized sampling of the households will be followed by a random selection of one adult, 18 years and older, as a respondent in each sampled household. A screening interview will be conducted to randomly select the adult respondent within the household prior to administering the questionnaire. If children reside in the household, the adult respondent will provide health information about a randomly selected child.

Any proposals that include RDD frames or combinations of sampling methods must justify their use over existing address-based sampling techniques and thoroughly describe their respective advantages and shortcomings. The sample will include 6,000 completed interviews/questionnaires, countywide. The Contractor should devise a sampling strategy that yields proportionate representation of the seven geographic subcounty areas. Proposals should include optimal sampling designs in terms of cost efficiency and inferential capability, as well as sample sizes and allocation procedures for all potential strata. Oversampling of ethnic/racial groups may be required. Justification of the recommended methodology and geographic sample size allocation to achieve the objectives is also expected to be included in the proposal. The Contractor will propose an achievable target response rate as well as describe methods to obtain that rate. The 2010 Survey had a response rate of 29.9%, and we would like to increase this rate to at least 35%. At least 15 dialing attempts per number should be made for those households matched with a phone number, varied over time of day and day of week, with refusal conversion efforts. The Contractor may propose and budget for a strategy of response financial incentives. In the event that incentives are proposed, the Contractor will handle the required logistics of sending these to the survey respondents.

*Exhibit 1a.*

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*Exhibit 1b.*



5.2.3 **Data Collection**

The administration of the survey will be in two languages, English and Spanish. Multiple modes of data collection might be employed to maximize household coverage, the validity of results, and cost efficiency. The preferred mode is the Computer Assisted Telephone Interview (CATI), but in order to achieve desirable response rates in each stratum, a combination of telephone interviews and web surveys will be considered. The preferred scenario is to start by mailing advance letters introducing the survey, which may include a toll free number for respondents to call if they want to complete the survey or schedule an interview, and a website where the respondent can take the survey online in subsequent reminders. All sampled households with matching phone numbers would be called following standard procedures. Where a household is not matched with a phone number, a postage paid postcard soliciting telephone numbers card could be included with the advance letter or send with the reminder letters. The non-respondents will be followed-up with two–three reminders. The proposals should include, along with a recommended sampling strategy, optimal combinations of various modalities, as well as the most appropriate and cost effective data collection mode/s.

In selected households, a screening interview will be conducted with an adult, 18 years old and over, to introduce the survey and randomly select an adult for interviewing. Following verbal consent given by the selected participant during the screening interview, an extended interview will be completed. This interview should average 30 minutes in length. During the adult interview, a randomization of children (age 0-17) residing in the household is performed, and if the selected adult is the parent or the legal guardian of the selected child, a short section of questions on the child’s health and health insurance coverage and health care access will be asked. Web questionnaires will include instructions indicating which adult in the household should complete the questionnaire. To randomly select the adult, the next and last birthday respondent selection techniques will be considered.

5.2.4 **Survey 2016 Questionnaire**

Survey 2016 questionnaire will include most of the health-related topics asked in 2010 to enable comparisons and document the progress in the main indicators. We will update the 2016 questionnaire with priority topics and questions suggested by the local health organizations. Content areas covered in the survey will include heath status and chronic conditions, health risk behaviors, health care access and health insurance coverage, preventive services, psychosocial factors and neighborhood characteristics. Refining the questionnaire will take into account concerns about respondent burden, response rates, and costs. The screening CATI interview duration will be 2-3 minutes, while the adult CATI questionnaire will last approximately 30 minutes in administration time. The IHP will be responsible for translating the instrument/s in Spanish.

The CATI questionnaire used in the 2010 is displayed in **Exhibit A**. The Contractor will be responsible for reviewing the questionnaire, work on question refinement improvements in wording and flow so that the instrument is appropriate for CATI and web interviews. IHP will revise the draft questionnaire with input from the Contractor. Every attempt will be made for the modifications not to alter either the phone interview administration time or the length of navigating through the web survey.

5.2.5 **Survey 2016 Dataset**

The survey Contractor will provide a final person weighted dataset to IHP. We would like the Contractor to impute the missing data. The Contractor must carefully monitor project expenditures and notify IHP in a timely manner for approval of any anticipated budget over-runs.

5.2.6 **Contractor Tasks and Deliverables**

The selected Contractor will be expected to:

|  |  |
| --- | --- |
| **TASKS** | **DELIVERABLES** |
| 1. Sample Design    1. Provide the optimal sample design to achieve the survey goals, design effect calculations, recommend sample stratum sizes to account for non-response rates related to each data collection mode, and offer advice on the calculation of variance estimates and overall sampling efficiency.    2. Recommend sample specifications, as well as purchase and draw the sample of addresses in Harris County and City of Houston from reputable address-frame contractors. The Contractor will describe the sampling frame and the coverage of the target population and will attempt to append a telephone number and a name to each address in the sample, whenever possible. Contractor will ensure the sampling frame is updated, cleaned, purged of no-residential and non-occupied dwellings and discuss vacant, seasonal, P.O. Box addresses and multiunit placeholders.    3. Provide consultations on how the sample will be fielded and describe options for sample adjustments to enhance efficiency.    4. Provide in detail methods of oversampling specific subpopulations, if necessary.    5. Provide a discussion of employment of pre-paid incentives, pros and cons and the expected effects of such use. | * Detailed methodology and protocol for the sample design and specifications, weighting issues and a discussion of recommended procedures to reduce undercoverage and non-response biases at the stratum level * Report on quality of sample frame, including contractor’s name, name of frame used, date constructed and period it represents, source(s) of addresses for the frame, description of modifications to addresses or deduplication processes * Recommended sample sizes for each stratum, design effect calculations, methods and protocol for achieving target numbers in each stratum |
| 1. Questionnaire Development    1. Refine and finalize CATI and web questionnaire content and layout. Provide continuing assistance on question wording, data capture formats, sequencing and placement within the survey instrument. The Contractor will revise and suggest modification to the randomization of adults and child within households, if considered appropriate.    2. Prepare CATI screens and specifications in both languages. (IHP will provide the questionnaires translated in Spanish)    3. Provide electronic printable versions of CATI questionnaires, in MS Word®, indicating all skip patterns and interviewer instructions for review. Conduct approximately 10 pre-test interviews with each survey instrument (CATI and web). Pretests must be completed prior to the beginning of the interview field period.    4. Develop appropriate training materials for the interviewers. Train an adequate number of interviewers to be employed in screening and inviting households to participate in the survey, prior to commencement of the interview field period.    5. Develop interviewer scripts and protocol to deal with respondents’ questions, concerns, and initial refusals. | * + - CATI programmed questionnaires (and demos) in English in MS Word®     - Training materials for the interviewers as well as interviewer scripts and protocol     - Pre-test report with recommendation on questionnaire and training revisions |
| 1. Data Collection   Data collection will be initiated following completion of the tasks outlined above and after conducting pilot tests of CATI programmed and web questionnaires. The Contractor should suggest procedures to identify and resolve duplicate and invalid addresses during data collection. Data collection is expected to be completed within a four month period.   * 1. Conduct a pilot field test of at least 20 CATI interviews in English and of at least 10 in Spanish. Pilot interviews will be monitored by the Contractor’s supervisors in conjunction with IHP staff.   2. Perform necessary final adjustments to the questionnaire, interviewer training, CATI programming and protocols after completion of pilot tests.   3. Mail an advance letter to all households in the sample 5 days prior to contacting them by phone. Addresses for advance letters will be updated at least bi-monthly through U.S. Postal Service Delivery Sequence File. IHP will discuss with the Contractor inclusion of an incentive in the advance letter. The advance letter will be designed and translated in Spanish Tex-Mex by the IHP, but printed and mailed out by the Contractor. The letter will briefly describe the purpose of the study and might contain a 1-800 number to call to conduct the survey or a link to the web survey. We would like to offer no more than one mode to complete the survey at each time of contact.   4. IHP will design and translate in Spanish a postcard to be mailed with the advance letter or with a reminder, asking the sampled household that were not matched to a phone number to return it with a phone number. This postcard will be printed and mailed out by the Contractor for part of the sample with no phone numbers.   5. Purchase a toll-free telephone number that will be included in the advance letter for households to call in to address questions about the survey, carry out a phone interview, or schedule one at their convenience within a given weekly time frame.   6. Monitor and provide weekly progress reports on CATI production and web, and manage the sample throughout the data collection period.   7. Contractor will be responsible for continuous quality control of the data collection process. Random monitoring of interviewers is expected to occur during all data collection, especially for the less experienced. Interviewers who do not perform at a high standard after trainings should be replaced with better skilled ones. Contractor will provide interviewer performance results to IHP monthly. Contractor should facilitate for the IHP staff to monitor interviews at all time at the Contractor’s CATI facilities (if in Texas), as well as have capacities to monitor remotely via secure connection.   8. Contractor will make all reasonable efforts to obtain a cooperation rate of 45 to 55 percent for the household screener and approximately 70 percent for the adult interviews and include up to 15 callbacks on different days and at different times to numbers for which no definitive outcome is reached. Callbacks must include an approach using a different day/time and interviewer.   9. Conduct interviews in both survey languages (English and Spanish Tex-Mex) and complete 6000 total surveys, the majority of these in CATI.   10. Attempt conversion of households (screener) or adult respondents that initially decline to participate. The refusal conversion might include sending a conversion letter to households that initially refused to participate in the survey. Contractor will print and mail the refusal conversion letters (IHP will design and translate in Spanish Tex-Mex).   11. Send two-three reminders to all non-respondents. Contractor will print and mail the reminder letters (IHP will design and translate in Spanish Tex-Mex). | * + - Sample of envelopes for the advance letters, postcards, for the refusal conversion letters, and for reminder letters     - Pilot test report, documenting such monitoring, as each language is piloted.     - Weekly data collection progress report including disposition code frequencies     - Monthly interviewer performance results |
| 1. Data Preparation    1. Provide, by the end of the 4th week, data files in SPSS or SAS and tab-delimited format, frequency distributions of key variables, and an initial code book and essential documentation of the first four weeks of data collection. Each four weeks of subsequent data will be due monthly. Raw data will be revised by both the Contractor and IHP staff to check patterns and quality of responses, including open-ended questions. Modifications to the CATI program along with retraining of interviewers may be necessary if problems are discovered.    2. Send cleaned SPSS data files to the IHP after approximately one-half of interviewing is completed. Data files must include (1) previously negotiated variables, (2) all telephone numbers with final dispositions and call histories for the sample, and (3) data from completed interviews.    3. Perform revision of frequencies throughout the data collection to ensure proper performance of CATI programming.    4. Review comments entered in CATI to determine whether any changes to the recorded data are necessary, and make any appropriate changes to the data. Run automated edits mimicking the CATI logic, so that data preparation does not introduce anomalous entries.    5. Code the occupation and industry open-ended responses using 3-digit Standard Occupational Classification System (SOC) and the 2012 North American Industry Classification System (NAICS). | * + - First four weeks raw data file, frequency distribution of key variables, and initial codebook/documentation for interpreting file     - Monthly raw dataset     - First week data file frequency review report     - Cleaned SPSS data files after approximately one-half of interviewing is completed following the specifications |
| 1. Weighting and Imputations    1. Propose a rationale for weighting the data that includes a description of how the weights will be calculated, how ‘*e’* will be computed, the source of weighting parameters and the methods by which weights will be applied. Potential mode effects on the estimates need to be examined, and strategies to adjust for such effect on the final weights need to be explored.    2. Following consultation with the IHP, Contractor will develop a plan and produce the final weights. The weights will be constructed based on county population projections, adjusted to remove the population in non-residential settings.    3. Attach the weights to the final data and provide supporting documentation on the weighting scheme used.    4. Recommend and demonstrate appropriate estimations and inferences using the weighting scheme adopted and provide supporting documentation.    5. Impute missing values of variables. The imputation method used will be discussed with the IHP staff. | * + - Prepare documentation regarding the specificity of the proposed weighting method     - Variance calculation and weighting scheme documentation     - Population control totals by county (or stratum) used in weighting     - Proposal for imputation of missing values |
| 1. Data Delivery    1. Deliver a cleaned dataset after approximately one-half of interviewing is complete. Contractor will continue to implement data collection with the balance of the sample.    2. Combine the first release of data and the balance of collected data into a final, fully cleaned and labeled data file, imputed and weighted to the most recent Harris County population estimates, developed by the Office of the Texas State Demographer. Imputation flags should indicate what the original missing value was. Construct detailed codebooks so the end user can easily understand which respondents provided valid responses to which questions. Base numbers, logic and universe should not be in discrepancy. The codebook should also provide sufficient instruction for end-users for how to use the weights. | * + - Cleaned first half data file     - Final unimputed person file with variable and category labels     - Final data file, with variable and category labels and imputed missing values     - Final codebook |
| 1. Reports 2. Provide weekly reports on data collection. At a minimum, the report will show the counts and percent distribution of the attempted sample and any oversample if applicable, as well as cooperation rates, eligibility rates and completion rates. The number of completed interviews per hour of interviewing time for the sample and any oversample, if applicable, will also be reported. 3. Provide a monthly progress technical report which at a minimum includes a summary of disposition codes, response rates, and completes by geographic strata, sex, age, race, and language of interview, as well as any changes in survey methodology, questionnaire content, or data collection protocols. 4. Prepare a methodology report after the conclusion of data collection. In addition to standard data collection report sections, this report will describe problems encountered, their solutions, and recommendations for revisions in future Health of Houston Surveys. | * + Weekly reports on data collection   + Progress monthly reports   + Final methodology report |
| 1. Management 2. Communicate at least weekly with the Survey Project PI/Director and/or the PI’s designees, and provide information on all project activities and costs as requested. |  |

5.2.7 **Organization of Proposal**

Potential Contractors must provide a complete response to all stated requirements. The proposals must be organized in the following structure on which the evaluation and scoring process will be based. For ease of comparison and evaluation, proposals are to be tabbed and use the same section titles used below.

1. History and Experience

Describe the firm’s history and experience in designing, managing and conducting mixed-modes surveys. Additionally, please describe your experience with address-based sampling and with small area surveys such as subcounty areas, especially those conducted within the last five years. If awarded a contract, please describe if you have an informal process in place for addressing problems as they arise, especially if the resolution entails a reallocation of efforts.

1. Multi-Ethnic and Cultural Survey Experience

Describe the firm’s experience conducting surveys in multiple languages and in culture- and ethnic-specific communities. Include your firm’s process, experience and capability for questionnaire administration in CATI and web modalities. Please identify the specific languages and cultural groups your firm has surveyed in the last five years and indicate for each group whether it was ABS, RDD, listed-surname or some other reference used as the frame.

1. Professional and Technical Capability

Identify the key personnel to be assigned to this project and designate whether they are salaried staff or paid consultants (titles and relationship to the firm), and their proposed respective percent FTE (full time equivalent) in the project. Detail experience and relevant expertise of: the staff conducting surveys with complex design samples and in particular with address-based sample; staff to be responsible for developing the sample weights for the final data, imputation of missing data and cleaning the data file(s); the manager who will be responsible for the day-to-day operation of the survey; the person responsible for the CATI and web programming; and the person responsible for the interviewer-workforce recruitment, training and quality control mechanisms. Please include a copy of résumés of key project personnel. Please specify how many new interviewers you plan to recruit for this project and how many experienced interviewers (as percentage of total interviewing staff) you will commit to this project, as well as the attrition rate you have with interviewers. Please outline what will be included in the training manual and if question-by-question description of each item will be covered.

1. Physical CATI Capacity

Describe CATI survey capacity, number of CATI stations (and locations if in separate facilities), the number of supervisor monitoring stations per location, network server hardware and minimum station hardware requirements, CATI software and platform used, and how the facility is managed. Describe ability and flexibility of CATI software to display non-English character sets, follow skip patterns, perform random selections, provide consistency edits and response-code range checking, manage the telephone sample, including call back schedules and disposition coding. Describe ability of CATI software to permit sharing the programming commands in the questionnaire with IHP staff as well as provide a text document of the programming commands and the questions, and any restrictions for client monitoring during the time that the survey is in the field.

Describe the firm’s past experience with using sub-contractors and provide information on all sub-contractors who might be used on this project, including their experience and capacity and following, as much as possible, the section headings and section requirements used in this proposal.

1. Mailing Capacity

Describe the firm’s capacities and experience in designing, preparing and disseminating paper-based materials.

1. Sample Management

Describe your firm’s strategies and methods used to manage, implement, track, and report the disposition of an ABS sample, in a stratified sample design or in your proposed sample design.

1. Nonresponse and Coverage Strategies

Discuss strategies your firm would use to minimize over or undercoverage, non-response and other sources of bias in an address-based sample survey, as well as how to increase the response rate. Also, based on your experience, discuss strategies you would recommend to reduce non-response for different respondent groups as appropriate (i.e., single adults, male and young adults, various ethnic groups, etc.).

1. Quality Control

Describe quality control safeguards used to ensure accurate CATI programming, quality interviewing, data entry on your CATI system, data editing, and accuracy of post-processing the survey data file. Include quality control strategies utilized for bi-lingual interviews and the specific languages these strategies are implemented for, if applicable.

1. Confidentiality Protection

Describe all safeguards used by your firm to protect respondent confidentiality throughout the various phases of this project: electronic data storage, network security, handling of sensitive data, and mechanisms for securely delivering sensitive data.

1. Technical Documentation

Provide examples of technical documentation produced for other surveys, such as final data collection sample reports, weighting documentation, etc. (electronic copies on CD-ROM are preferred, and/or bidder can supply a publicly accessible URL where exemplar documentation can be reviewed).

1. Technical Approach

Describe in detail how you would accomplish the scope of work for Survey 2016, including components not fully spelled out in the RFP or alternative strategies. Propose a comprehensive methodology for AB sampling, especially obtaining adequate statistical power for subpopulations specified, such as, Asians, households with children 0-17, etc., and protocol for data collection of all various samples (address-based sample and any oversample, if applicable) to be included in Survey 2016. Please describe sample-to-completes ratio you would expect to obtain in this project. Include an analytical plan for combining responses from various modes, combining various samples, weighting and imputation of missing data issues.

It should also include a detailed description of how oversamples will be conducted and methods to appropriately combine and weight cases from the oversample with the rest of the sample. As previously mentioned, please include strategies you will be using to minimize over or undercoverage, non-response, sampling and other sources of error, as well as how to increase the response rate. Describe how you will minimize non-response in low-income, minority communities with minimal access to the web and low web/computer literacy. Please provide the expected rates of phone availability, percent of phones expected to be returned by cards (if this feature is employed), and expected response rates related to each sample and step of data collection process, concluding with an expected overall response rate.

Please include in the proposal a time line following the one suggested below; final draft of CATI questionnaire in English available in August 2016; pre-test in English in September 2016; final English CATI questionnaire in September 2016; CATI pilot test (English and Spanish Tex-Mex) conducted in November 2016; data collection beginning in English and Spanish Tex-Mex by November 2016; data collection completed in March 2017; cleaned, labeled, imputed and weighted data files to be delivered in April 2017 and final reports and documentation delivered in May 2017.

12. Provide the Schedule of Values (**Exhibit B**) in Excel format on your digital copy. A paper hardcopy should also be included in your response to this section.

**SECTION 6**

**PRICING AND DELIVERY SCHEDULE**

**Proposal of:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Proposer Company Name)

**To:** The University of Texas Health Science Center at Houston

**Ref.:** Health of Houston Survey

**RFP No.:**  744-R1618 Health of Houston Survey

Ladies and Gentlemen:

Having carefully examined all the specifications and requirements of this RFP and any attachments thereto, the undersigned proposes to furnish the survey collection services required pursuant to the above-referenced Request for Proposal upon the terms quoted below.

**6.1 Pricing for Services Offered**

Sample Design $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Questionnaire Development $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Data Collection $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Data Preparation $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Weighting & Imputations $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Data Delivery $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reports $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Management $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reimbursable Expenses $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Total Cost for Project $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**6.2 Delivery Schedule of Events and Time Periods**

Proposer must indicate the number of calendar days needed to provide the service from the date of contract execution to commencement of work.

Number of calendar days to commence services: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Proposer must indicate the number of calendar days need to complete all work indicated in the Scope of Work from the date commencement to the completion of work date.

Number of calendar days to complete project: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**6.3 University’s Payment Terms**

University’s standard payment terms for services are “Net 30 days.” Indicate below the prompt payment discount that Proposer will provide to University:

Prompt Payment Discount: \_\_\_\_\_%\_\_\_\_\_days/net 30 days.

Respectfully submitted,

**Proposer:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**By:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Authorized Signature for Proposer)

**Name:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Title:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

APPENDIX ONE

PROPOSAL REQUIREMENTS

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**SECTION 1**

**GENERAL INFORMATION**

**1.1 Purpose**

University is soliciting competitive sealed proposals from Proposers having suitable qualifications and experience providing services in accordance with the terms, conditions and requirements set forth in this RFP. This RFP provides sufficient information for interested parties to prepare and submit proposals for consideration by University.

By submitting a proposal, Proposer certifies that it understands this RFP and has full knowledge of the scope, nature, quality, and quantity of the services to be performed, the detailed requirements of the services to be provided, and the conditions under which such services are to be performed. Proposer also certifies that it understands that all costs relating to preparing a response to this RFP will be the sole responsibility of the Proposer.

PROPOSER IS CAUTIONED TO READ THE INFORMATION CONTAINED IN THIS RFP CAREFULLY AND TO SUBMIT A COMPLETE RESPONSE TO ALL REQUIREMENTS AND QUESTIONS AS DIRECTED.

**1.2 Inquiries and Interpretations**

University may in its sole discretion respond in writing to written inquiries concerning this RFP and mail its response as an Addendum to all parties recorded by University as having received a copy of this RFP. Only University’s responses that are made by formal written Addenda will be binding on University. Any verbal responses, written interpretations or clarifications other than Addenda to this RFP will be without legal effect. All Addenda issued by University prior to the Submittal Deadline will be and are hereby incorporated as a part of this RFP for all purposes.

Proposers are required to acknowledge receipt of each Addendum as specified in this Section. The Proposer must acknowledge all Addenda by completing, signing and returning the Addenda Checklist (ref. **Section 4** of **APPENDIX ONE**). The Addenda Checklist must be received by University prior to the Submittal Deadline and should accompany the Proposer’s proposal.

Any interested party that receives this RFP by means other than directly from University is responsible for notifying University that it has received an RFP package, and should provide its name, address, telephone number and FAX number to University, so that if University issues Addenda to this RFP or provides written answers to questions, that information can be provided to such party.

**1.3 Public Information**

Proposer is hereby notified that University strictly adheres to all statutes, court decisions and the opinions of the Texas Attorney General with respect to disclosure of public information.

University may seek to protect from disclosure all information submitted in response to this RFP until such time as a final agreement is executed.

Upon execution of a final agreement, University will consider all information, documentation, and other materials requested to be submitted in response to this RFP, to be of a non-confidential and non-proprietary nature and, therefore, subject to public disclosure under the *Texas Public Information Act* (*Government Code*, Chapter 552.001, et seq.). Proposer will be advised of a request for public information that implicates their materials and will have the opportunity to raise any objections to disclosure to the Texas Attorney General. Certain information may be protected from release under Sections 552.101, 552.110, 552.113, and 552.131, *Government Code*.

**1.4 Type of Agreement**

Contractor, if any, will be required to enter into a contract with University in a form substantially similar to the Agreement between University and Contractor (the “**Agreement**”) attached to this RFP as **APPENDIX TWO** and incorporated for all purposes.

**1.5 Proposal Evaluation Process**

University will select Contractor by using the competitive sealed proposal process described in this Section. University will open the HSP Envelope submitted by a Proposer prior to opening the Proposer’s proposal in order to ensure that the Proposer has submitted the number of completed and signed originals of the Proposer’s HUB Subcontracting Plan (also called the HSP) that are required by this RFP (ref. **Section 2.5.4** of the RFP.) All proposals submitted by the Submittal Deadline accompanied by the number of completed and signed originals of the HSP that are required by this RFP will be opened publicly to identify the name of each Proposer submitting a proposal. Any proposals that are not submitted by the Submittal Date or that are not accompanied by the number of completed and signed originals of the HSP that are required by this RFP will be rejected by University as non-responsive due to material failure to comply with advertised specifications. After the opening of the proposals and upon completion of the initial review and evaluation of the proposals, University may invite one or more selected Proposers to participate in oral presentations. University will use commercially reasonable efforts to avoid public disclosure of the contents of a proposal prior to selection of Contractor.

University may make the selection of Contractor on the basis of the proposals initially submitted, without discussion, clarification or modification. In the alternative, University may make the selection of Contractor on the basis of negotiation with any of the Proposers. In conducting such negotiations, University will use commercially reasonable efforts to avoid disclosing the contents of competing proposals.

At University's sole option and discretion, University may discuss and negotiate all elements of the proposals submitted by selected Proposers within a specified competitive range. For purposes of negotiation, University may establish, after an initial review of the proposals, a competitive range of acceptable or potentially acceptable proposals composed of the highest rated proposal(s). In that event, University will defer further action on proposals not included within the competitive range pending the selection of Contractor; provided, however, University reserves the right to include additional proposals in the competitive range if deemed to be in the best interests of University.

After submission of a proposal but before final selection of Contractor is made, University may permit a Proposer to revise its proposal in order to obtain the Proposer's best and final offer. In that event, representations made by Proposer in its revised proposal, including price and fee quotes, will be binding on Proposer. University will provide each Proposer within the competitive range with an equal opportunity for discussion and revision of its proposal. University is not obligated to select the Proposer offering the most attractive economic terms if that Proposer is not the most advantageous to University overall, as determined by University.

University reserves the right to (a) enter into an agreement for all or any portion of the requirements and specifications set forth in this RFP with one or more Proposers, (b) reject any and all proposals and re-solicit proposals, or (c) reject any and all proposals and temporarily or permanently abandon this selection process, if deemed to be in the best interests of University. Proposer is hereby notified that University will maintain in its files concerning this RFP a written record of the basis upon which a selection, if any, is made by University.

**1.6 Proposer's Acceptance of Evaluation Methodology**

By submitting a proposal, Proposer acknowledges (1) Proposer's acceptance of [a] the Proposal Evaluation Process (ref. **Section 1.5** of **APPENDIX ONE**), [b] the Criteria for Selection (ref. **2.3** of this RFP), [c] the Specifications and Additional Questions (ref. **Section 5** of this RFP), [d] the terms and conditions of the Agreement (ref. **APPENDIX TWO**), and [e] all other requirements and specifications set forth in this RFP; and (2) Proposer's recognition that some subjective judgments must be made by University during this RFP process.

**1.7 Solicitation for Proposal and Proposal Preparation Costs**

Proposer understands and agrees that (1) this RFP is a solicitation for proposals and University has made no representation written or oral that one or more agreements with University will be awarded under this RFP; (2) University issues this RFP predicated on University’s anticipated requirements for the Services, and University has made no representation, written or oral, that any particular scope of services will actually be required by University; and (3) Proposer will bear, as its sole risk and responsibility, any cost that arises from Proposer’s preparation of a proposal in response to this RFP.

**1.8 Proposal Requirements and General Instructions**

1.8.1 Proposer should carefully read the information contained herein and submit a complete proposal in response to all requirements and questions as directed.

1.8.2 Proposals and any other information submitted by Proposer in response to this RFP will become the property of University.

1.8.3 University will not provide compensation to Proposer for any expenses incurred by the Proposer for proposal preparation or for demonstrations or oral presentations that may be made by Proposer. Proposer submits its proposal at its own risk and expense.

1.8.4 Proposals that (i) are qualified with conditional clauses; (ii) alter, modify, or revise this RFP in any way; or (iii) contain irregularities of any kind, are subject to disqualification by University, at University’s sole discretion.

1.8.5 Proposals should be prepared simply and economically, providing a straightforward, concise description of Proposer's ability to meet the requirements and specifications of this RFP. Emphasis should be on completeness, clarity of content, and responsiveness to the requirements and specifications of this RFP.

1.8.6 University makes no warranty or guarantee that an award will be made as a result of this RFP. University reserves the right to accept or reject any or all proposals, waive any formalities, procedural requirements, or minor technical inconsistencies, and delete any requirement or specification from this RFP or the Agreement when deemed to be in University's best interest. University reserves the right to seek clarification from any Proposer concerning any item contained in its proposal prior to final selection. Such clarification may be provided by telephone conference or personal meeting with or writing to University, at University’s sole discretion. Representations made by Proposer within its proposal will be binding on Proposer.

1.8.7 Any proposal that fails to comply with the requirements contained in this RFP may be rejected by University, in University’s sole discretion.

**1.9 Preparation and Submittal Instructions**

1.9.1 Specifications and Additional Questions

Proposals must include responses to the questions in Specifications and Additional Questions (ref. **Section 5** ofthis RFP). Proposer should reference the item number and repeat the question in its response. In cases where a question does not apply or if unable to respond, Proposer should refer to the item number, repeat the question, and indicate N/A (Not Applicable) or N/R (No Response), as appropriate. Proposer should explain the reason when responding N/A or N/R.

1.9.2 Execution of Offer

Proposer must complete, sign and return the attached Execution of Offer (ref. **Section 2** of **APPENDIX ONE**) as part of its proposal. The Execution of Offer must be signed by a representative of Proposer duly authorized to bind the Proposer to its proposal. Any proposal received without a completed and signed Execution of Offer may be rejected by University, in its sole discretion.

1.9.3 Pricing and Delivery Schedule

Proposer must complete and return the Pricing and Delivery Schedule (ref. **Section 6** ofthis RFP), as part of its proposal. In the Pricing and Delivery Schedule, the Proposer should describe in detail (a) the total fees for the entire scope of the Services; and (b) the method by which the fees are calculated. The fees must be inclusive of all associated costs for delivery, labor, insurance, taxes, overhead, and profit.

University will not recognize or accept any charges or fees to perform the Services that are not specifically stated in the Pricing and Delivery Schedule.

In the Pricing and Delivery Schedule, Proposer should describe each significant phase in the process of providing the Services to University, and the time period within which Proposer proposes to be able to complete each such phase.

1.9.4 Proposer’s General Questionnaire

Proposals must include responses to the questions in Proposer’s General Questionnaire (ref. **Section 3** of **APPENDIX ONE).** Proposer should reference the item number and repeat the question in its response. In cases where a question does not apply or if unable to respond, Proposer should refer to the item number, repeat the question, and indicate N/A (Not Applicable) or N/R (No Response), as appropriate. Proposer should explain the reason when responding N/A or N/R.

1.9.5 Addenda Checklist

Proposer should acknowledge all Addenda to this RFP (if any) by completing, signing and returning the Addenda Checklist (ref. **Section 4** of **APPENDIX ONE**) as part of its proposal. Any proposal received without a completed and signed Addenda Checklist may be rejected by University, in its sole discretion.

1.9.6 Submission

Proposer should submit all proposal materials enclosed in a sealed envelope, box, or container. The RFP No. (ref. **Section 1.3** of this RFP) and the Submittal Deadline (ref. **Section 2.1** of this RFP) should be clearly shown in the lower left‑hand corner on the top surface of the container. In addition, the name and the return address of the Proposer should be clearly visible.

Proposer must also submit the number of originals of the HUB Subcontracting Plan (also called the HSP) as required by this RFP (ref. **Section 2.5** of the RFP.)

Upon Proposer’s request and at Proposer’s expense, University will return to a Proposer its proposal received after the Submittal Deadline if the proposal is properly identified. University will not under any circumstances consider a proposal that is received after the Submittal Deadline or which is not accompanied by the number of completed and signed originals of the HSP that are required by this RFP.

University will not accept proposals submitted by telephone, proposals submitted by Facsimile (“**FAX**”) transmission, or proposals submitted by electronic transmission (i.e., e-mail) in response to this RFP.

Except as otherwise provided in this RFP, no proposal may be changed, amended, or modified after it has been submitted to University. However, a proposal may be withdrawn and resubmitted at any time prior to the Submittal Deadline. No proposal may be withdrawn after the Submittal Deadline without University’s consent, which will be based on Proposer's submittal of a written explanation and documentation evidencing a reason acceptable to University, in University’s sole discretion.

By signing the Execution of Offer (ref. **Section 2** of **APPENDIX ONE**) and submitting a proposal, Proposer certifies that any terms, conditions, or documents attached to or referenced in its proposal are applicable to this procurement only to the extent that they (a) do not conflict with the laws of the State of Texas or this RFP and (b) do not place any requirements on University that are not set forth in this RFP or in the Appendices to this RFP. Proposer further certifies that the submission of a proposal is Proposer's good faith intent to enter into the Agreement with University as specified herein and that such intent is not contingent upon University's acceptance or execution of any terms, conditions, or other documents attached to or referenced in Proposer’s proposal.

1.9.7 Page Size, Binders, and Dividers

Proposals must be typed on letter-size (8-1/2” x 11”) paper, and must be submitted in a binder. Preprinted material should be referenced in the proposal and included as labeled attachments. Sections within a proposal should be divided by tabs for ease of reference.

1.9.8 Table of Contents

Proposals must include a Table of Contents with page number references. The Table of Contents must contain sufficient detail and be organized according to the same format as presented in this RFP, to allow easy reference to the sections of the proposal as well as to any separate attachments (which should be identified in the main Table of Contents). If a Proposer includes supplemental information or non-required attachments with its proposal, this material should be clearly identified in the Table of Contents and organized as a separate section of the proposal.

1.9.9 Pagination

All pages of the proposal should be numbered sequentially in Arabic numerals (1, 2, 3, etc.). Attachments should be numbered or referenced separately.

**SECTION 2**

**Execution of Offer**

**THIS EXECUTION OF OFFER MUST BE COMPLETED, SIGNED AND RETURNED WITH PROPOSER'S PROPOSAL. FAILURE TO COMPLETE, SIGN AND RETURN THIS EXECUTION OF OFFER WITH THE PROPOSER’S PROPOSAL MAY RESULT IN THE REJECTION OF THE PROPOSAL.**

**2.1** By signature hereon, Proposer represents and warrants the following:

2.1.1 Proposer acknowledges and agrees that (1) this RFP is a solicitation for a proposal and is not a contract or an offer to contract; (2) the submission of a proposal by Proposer in response to this RFP will not create a contract between University and Proposer; (3) University has made no representation or warranty, written or oral, that one or more contracts with University will be awarded under this RFP; and (4) Proposer will bear, as its sole risk and responsibility, any cost arising from Proposer’s preparation of a response to this RFP.

2.1.2 Proposer is a reputable company that is lawfully and regularly engaged in providing the Services.

2.1.3 Proposer has the necessary experience, knowledge, abilities, skills, and resources to perform the Services.

2.1.4 Proposer is aware of, is fully informed about, and is in full compliance with all applicable federal, state and local laws, rules, regulations and ordinances.

2.1.5 Proposer understands (i) the requirements and specifications set forth in this RFP and (ii) the terms and conditions set forth in the Agreement under which Proposer will be required to operate.

2.1.6 If selected by University, Proposer will not delegate any of its duties or responsibilities under this RFP or the Agreement to any sub-contractor, except as expressly provided in the Agreement.

2.1.7 If selected by University, Proposer will maintain any insurance coverage as required by the Agreement during the term thereof.

2.1.8 All statements, information and representations prepared and submitted in response to this RFP are current, complete, true and accurate. Proposer acknowledges that University will rely on such statements, information and representations in selecting Contractor. If selected by University, Proposer will notify University immediately of any material change in any matters with regard to which Proposer has made a statement or representation or provided information.

2.1.9 Proposer will defend with counsel approved by University, indemnify, and hold harmless University, The University of Texas System, the State of Texas, and all of their regents, officers, agents and employees, from and against all actions, suits, demands, costs, damages, liabilities and other claims of any nature, kind or description, including reasonable attorneys’ fees incurred in investigating, defending or settling any of the foregoing, arising out of, connected with, or resulting from any negligent acts or omissions or willful misconduct of Proposer or any agent, employee, subcontractor, or supplier of Proposer in the execution or performance of any contract or agreement resulting from this RFP.

2.1.10 Pursuant to Sections 2107.008 and 2252.903, *Government Code*, any payments owing to Proposer under any contract or agreement resulting from this RFP may be applied directly to any debt or delinquency that Proposer owes the State of Texas or any agency of the State of Texas regardless of when it arises, until such debt or delinquency is paid in full.

**2.2** By signature hereon, Proposer offers and agrees to furnish the Services to University and comply with all terms, conditions, requirements and specifications set forth in this RFP.

**2.3** By signature hereon, Proposer affirms that it has not given or offered to give, nor does Proposer intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with its submitted proposal. Failure to sign this Execution of Offer, or signing with a false statement, may void the submitted proposal or any resulting contracts, and the Proposer may be removed from all proposal lists at University.

**2.4** By signature hereon, Proposer certifies that it is not currently delinquent in the payment of any taxes due under Chapter 171, *Tax Code*, or that Proposer is exempt from the payment of those taxes, or that Proposer is an out-of-state taxable entity that is not subject to those taxes, whichever is applicable. A false certification will be deemed a material breach of any resulting contract or agreement and, at University's option, may result in termination of any resulting contract or agreement.

**2.5** By signature hereon, Proposer hereby certifies that neither Proposer nor any firm, corporation, partnership or institution represented by Proposer, or anyone acting for such firm, corporation or institution, has violated the antitrust laws of the State of Texas, codified in Section 15.01, et seq., *Business and Commerce Code*, or the Federal antitrust laws, nor communicated directly or indirectly the proposal made to any competitor or any other person engaged in such line of business.

**2.6** By signature hereon, Proposer certifies that the individual signing this document and the documents made a part of this RFP, is authorized to sign such documents on behalf of Proposer and to bind Proposer under any agreements and other contractual arrangements that may result from the submission of Proposer’s proposal.

**2.7** By signature hereon, Proposer certifies as follows:

"Under Section 231.006, *Family Code,* relating to child support, Proposer certifies that the individual or business entity named in the Proposer’s proposal is not ineligible to receive the specified contract award and acknowledges that any agreements or other contractual arrangements resulting from this RFP may be terminated if this certification is inaccurate."

**2.8** By signature hereon, Proposer certifies that (i) no relationship, whether by blood, marriage, business association, capital funding agreement or by any other such kinship or connection exists between the owner of any Proposer that is a sole proprietorship, the officers or directors of any Proposer that is a corporation, the partners of any Proposer that is a partnership, the joint venturers of any Proposer that is a joint venture or the members or managers of any Proposer that is a limited liability company, on one hand, and an employee of any component of The University of Texas System, on the other hand, other than the relationships which have been previously disclosed to University in writing; (ii) Proposer has not been an employee of any component institution of The University of Texas System within the immediate twelve (12) months prior to the Submittal Deadline; and (iii) no person who, in the past four (4) years served as an executive of a state agency was involved with or has any interest in Proposer’s proposal or any contract resulting from this RFP (ref. Section 669.003, *Government Code*). All disclosures by Proposer in connection with this certification will be subject to administrative review and approval before University enters into a contract or agreement with Proposer.

**2.9** By signature hereon, Proposer certifies its compliance with all federal laws and regulations pertaining to Equal Employment Opportunities and Affirmative Action.

**2.10** By signature hereon, Proposer represents and warrants that all products and services offered to University in response to this RFP meet or exceed the safety standards established and promulgated under the Federal Occupational Safety and Health Law (Public Law 91-596) and the *Texas Hazard Communication Act*, Chapter 502, *Health and Safety Code*, and all related regulations in effect or proposed as of the date of this RFP.

**2.11** Proposer will and has disclosed, as part of its proposal, any exceptions to the certifications stated in this Execution of Offer. All such disclosures will be subject to administrative review and approval prior to the time University makes an award or enters into any contract or agreement with Proposer.

**2.12** If Proposer will sell or lease computer equipment to the University under any agreements or other contractual arrangements that may result from the submission of Proposer’s proposal then, pursuant to Section 361.965(c), *Health & Safety Code*, Proposer certifies that it is in compliance with the Manufacturer Responsibility and Consumer Convenience Computer Equipment Collection and Recovery Act set forth in Chapter 361, Subchapter Y, *Health & Safety Code* and the rules adopted by the Texas Commission on Environmental Quality under that Act as set forth in Title 30, Chapter 328, Subchapter I, *Texas Administrative Code*. Section 361.952(2), *Health & Safety Code,* states that, for purposes of the Manufacturer Responsibility and Consumer Convenience Computer Equipment Collection and Recovery Act*,* the term“computer equipment” means a desktop or notebook computer and includes a computer monitor or other display device that does not contain a tuner.

**2.13 Proposer should complete the following information:**

If Proposer is a Corporation, then State of Incorporation:

If Proposer is a Corporation then Proposer’s Corporate Charter Number:  \_\_\_\_\_\_

RFP No.: 744-R1618

**NOTICE: With few exceptions, individuals are entitled on request to be informed about the information that governmental bodies of the State of Texas collect about such individuals. Under Sections 552.021 and 552.023, *Government Code*, individuals are entitled to receive and review such information. Under Section 559.004, *Government Code*, individuals are entitled to have governmental bodies of the State of Texas correct information about such individuals that is incorrect.**

**Submitted and Certified By:**

(Proposer Institution’s Name)

(Signature of Duly Authorized Representative)

(Printed Name/Title)

(Date Signed)

(Proposer’s Street Address)

(City, State, Zip Code)

(Telephone Number)

(FAX Number)

(Email Address)

**SECTION 3**

**PROPOSER’S GENERAL QUESTIONNAIRE**

**NOTICE: With few exceptions, individuals are entitled on request to be informed about the information that governmental bodies of the State of Texas collect about such individuals. Under Sections 552.021 and 552.023, *Government Code*, individuals are entitled to receive and review such information. Under Section 559.004, *Government Code*, individuals are entitled to have governmental bodies of the State of Texas correct information about such individuals that is incorrect.**

Proposals must include responses to the questions contained in this Proposer’s General Questionnaire. Proposer should reference the item number and repeat the question in its response. In cases where a question does not apply or if unable to respond, Proposer should refer to the item number, repeat the question, and indicate N/A (Not Applicable) or N/R (No Response), as appropriate. Proposer will explain the reason when responding N/A or N/R.

**3.1 Proposer Profile**

3.1.1 Legal name of Proposer company:

Address of principal place of business:

Address of office that would be providing service under the Agreement:

Number of years in Business:

State of incorporation:

Number of Employees:

Annual Revenues Volume:

Name of Parent Corporation, if any   \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**NOTE:  If Proposer is a subsidiary, University prefers to enter into a contract or agreement with the Parent Corporation or to receive assurances of performance from the Parent Corporation.**

3.1.2 State whether Proposer will provide a copy of its financial statements for the past two (2) years, if requested by University.

3.1.3 Proposer will provide a financial rating of the Proposer entity and any related documentation (such as a Dunn and Bradstreet analysis) that indicates the financial stability of Proposer.

3.1.4 Is Proposer currently for sale or involved in any transaction to expand or to become acquired by another business entity? If yes, Proposer will explain the expected impact, both in organizational and directional terms.

3.1.5 Proposer will provide any details of all past or pending litigation or claims filed against Proposer that would affect its performance under the Agreement with University (if any).

3.1.6 Is Proposer currently in default on any loan agreement or financing agreement with any bank, financial institution, or other entity? If yes, Proposer will specify the pertinent date(s), details, circumstances, and describe the current prospects for resolution.

3.1.7 Proposer will provide a customer reference list of no less than three (3) organizations with which Proposer currently has contracts and/or to which Proposer has previously provided services (within the past five (5) years) of a type and scope similar to those required by University’s RFP. Proposer will include in its customer reference list the customer’s company name, contact person, telephone number, project description, length of business relationship, and background of services provided by Proposer.

3.1.8 Does any relationship exist (whether by family kinship, business association, capital funding agreement, or any other such relationship) between Proposer and any employee of University? If yes, Proposer will explain.

3.1.9 Proposer will provide the name and Social Security Number for each person having at least 25% ownership interest in Proposer. This disclosure is mandatory pursuant to Section 231.006, *Family Code*, and will be used for the purpose of determining whether an owner of Proposer with an ownership interest of at least 25% is more than 30 days delinquent in paying child support. Further disclosure of this information is governed by the *Texas Public Information Act*, Chapter 552, *Government Code*, and other applicable law.

**3.2 Approach to Project Services**

3.2.1 Proposer will provide a statement of the Proposer’s service approach and will describe any unique benefits to University from doing business with Proposer. Proposer will briefly describe its approach for each of the required services identified in **Section 5.4** Scope of Work of this RFP.

3.2.2 Proposer will provide an estimate of the earliest starting date for services following execution of the Agreement.

3.2.3 Proposer will submit a work plan with key dates and milestones. The work plan should include:

3.2.3.1 Identification of tasks to be performed;

3.2.3.2 Time frames to perform the identified tasks;

3.2.3.3 Project management methodology;

3.2.3.4 Implementation strategy; and

3.2.3.5 The expected time frame in which the services would be implemented.

3.2.4 Proposer will describe the types of reports or other written documents Proposer will provide (if any) and the frequency of reporting, if more frequent than required in the RFP. Proposer will include samples of reports and documents if appropriate.

**3.3 General Requirements**

3.3.1 Proposer will provide summary resumes for its proposed key personnel who will be providing services under the Agreement with University, including their specific experiences with similar service projects, and number of years of employment with Proposer.

3.3.2 Proposer will describe any difficulties it anticipates in performing its duties under the Agreement with University and how Proposer plans to manage these difficulties. Proposer will describe the assistance it will require from University.

**3.4 Service Support**

Proposer will describe its service support philosophy, how it is implemented, and how Proposer measures its success in maintaining this philosophy.

**3.5 Quality Assurance**

Proposer will describe its quality assurance program, its quality requirements, and how they are measured.

**3.6 Miscellaneous**

3.6.1 Proposer will provide a list of any additional services or benefits not otherwise identified in this RFP that Proposer would propose to provide to University. Additional services or benefits must be directly related to the goods and services solicited under this RFP.

3.6.2 Proposer will provide details describing any unique or special services or benefits offered or advantages to be gained by University from doing business with Proposer. Additional services or benefits must be directly related to the goods and services solicited under this RFP.

3.6.3 Does Proposer have a contingency plan or disaster recovery plan in the event of a disaster? If so, then Proposer will provide a copy of the plan.

**SECTION 4**

**ADDENDA CHECKLIST**

**Proposal of:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Proposer Company Name)

**To:** The University of Texas Health Science Center at Houston

**Ref.:** Health of Houston Survey

**RFP No.:**  744-R1618 Health of Houston Survey

Ladies and Gentlemen:

The undersigned Proposer hereby acknowledges receipt of the following Addenda to the captioned RFP (initial if applicable).

No. 1 \_\_\_\_\_ No. 2 \_\_\_\_\_ No. 3 \_\_\_\_\_ No. 4 \_\_\_\_\_ No. 5 \_\_\_\_\_

Respectfully submitted,

**Proposer:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**By:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Authorized Signature for Proposer)

**Name:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Title:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_