



Request for Proposals for Survey Development and Deployment Services

(No. 2025-MBI-01)

Questions and Answers

August 30, 2024

	Question	Answer
1.	Is MassTech amenable to having the contractor program and field the survey using another non-proprietary survey software?	MBI would want to review the non-proprietary software functionality and determine additional costs associated with using it before approving such use by the contractor.
2.	Is there a designated budget, either a range or restriction, for the survey development and survey data collection components that MassTech are able to disclose?	Respondents should propose a reasonable and well justified budget based on the scope of services outlined in the RFP.
3.	The RFP states that the target groups for the survey will be the participants of programs funded by MBI as well as the general public. For the participants of MBI funded programs, would MassTech provide a contact list of these individuals, or does MassTech intend to identify participants via the survey instrument? If MassTech provides a contact list, what information will be provided (e.g. phone numbers, email addresses, mailing addresses)?	The survey will be deployed to participants of MBI-funded programs by the practitioners implementing those programs. MBI expects to be able to identify program-specific survey results via backend data or a question presented to respondents (e.g. where did you hear about this survey?).
4.	For surveys of the general public, does MBI intend the results to be representative of Massachusetts as a whole, or does the sample need to be representative of a more granular geography, such as county or township?	Respondents should review the MA State Digital Equity Plan section 7.1 for the Public Survey Methodology used in the planning process. Proposals do not need to replicate this methodology but must be able to track responses at the municipal level.

5.	To gather survey responses from members of the general population with limited access to the internet and/or limited digital skills, is MBI amenable to conducting the survey in an alternate mode, such as via mailed paper or telephone surveys?	The current survey is available in printable PDF form and distributed by request in municipalities participating in the Municipal Digital Equity Planning Program. There is a separate link for paper survey entries. MBI would like to maintain a similar function/process for the revised survey. MBI is also interested in alternative methods such as mail and telephone surveys facilitated by the selected contractor.
6.	The RFP states a desire to field the survey no later than December, 2024. Is there an ideal timeline by which MassTech would like to have a survey completed? Does MassTech have a timeline for development and pre-deployment stages?	Ideally, the survey instrument would be completed at least two weeks prior to deployment to ensure all necessary approvals may take place. MBI is flexible on the overall schedule and will work with the selected contractor to determine a timeline that is amenable to all parties.
7.	Can you provide clarification on the reference to “statewide stakeholders” mentioned in the RFP? Would MassTech be able to provide the selected contractor with a list of these stakeholders and their contact information to support the survey development phase?	Respondents should familiarize themselves with the MA State Digital Equity Plan (SDEP) and MBI programs. Statewide stakeholders include the SDEP working group, Digital Equity Partners, and municipal staff members. MBI will share relevant contact information with the selected vendor as appropriate.