

Question & Answers for Solicitation Number: VA2561411128 for R--Patient Satisfaction Measurement Services.

Question #1

1. In the RFP, it is mentioned that the survey need to be mailed to Patient, would like to check, if MEDVAMC is open for sending online survey to Patients.

Answer: MEDVAMC is not open to sending an online at this time.

Question #2

2. If MEDVAMC is ready for online survey, does MEDVAMC has all patients email address ?

Answer: NA see Answer # 1

Question #3

3. If MEDVAMC is ready for online survey, can the online surveys can be developed remotely at contractor's office location ?

Answer: NA see Answer # 1

Question #4

4. Will MEDVAMC provide the survey content for each category of survey ?

Answer: Government will communicate with awarded contractor with content.

Question #5

5. Will MEDVAMC provide the survey template for each category of survey ?

Answer: No

Question #6

Is there a specific contractor currently performing the same or similar work?

Answer: Yes, Press Ganey