

Task Area 2: Questionnaire Development

Sample Task Order: Multiplatform Electronic Survey System

Background

The Applied Research Program supports and implements a diverse range of surveys within surveillance and health research. The expanding adoption, use and reliance on mobile technologies including smartphones and tablets within the U.S. population will require increased platform flexibility for survey research. The Applied Research Program is seeking proposals to provide a multiplatform electronic survey development and implementation Software as a Service (SaaS) agreement.

Statement of Work

Independently and not as an agent of the Government, the Contractor shall furnish all the necessary services, qualified personnel, material, equipment, and facilities, not otherwise provided by the Government as needed to perform the Statement of Work below:

Scope: The scope of this task is to provide a multiplatform electronic survey development and implementation Software as a Service (SaaS) solution to support interoperable survey data collection in a desktop or laptop PC, Smartphone (including Android OS and iOS), and tablet (including Android OS and iOS) environment with varying screen size and resolution. Cognitive testing across platforms, screen sizes, and question formats shall be required before implementation. The SaaS solution and resulting data shall be maintained, deployed and queried as directed and needed during the task order period.

Multiplatform Electronic Survey Support

- I. The contractor shall provide a multiplatform electronic survey development and implementation solution under a software as a service (SaaS) model to support interoperable survey data collection in a desktop or laptop PC, Smartphone (including Android OS and iOS), and tablet (including Android OS and iOS) environment with varying screen size and resolution. The Contractor shall perform the following tasks:
 - a. Confirm functionality of the SaaS solution or modify as required to enable development of customized survey questions, question banks, and surveys (using a non-expert GUI requiring no computer programming knowledge) for implementation. Diverse question formats shall be supported including (but not limited to) multiple choice with single or multiple response and free-text response.
 - b. Flexible survey elements shall be supported including (but not limited to) question and response specific skip patterns.
 - c. Flexible question presentation formats shall be supported including single and multiple questions per page to allow visual optimization across screen sizes.

- d. Confirm functionality of the SaaS solution or modify as required to enable API connection, presentation of survey questions and storage of responses and results from the Patient-Reported Outcomes Measurement Information Systems (PROMIS) Computer Adaptive Tests (CATs) services available from the Assessment Center (please refer to <http://www.assessmentcenter.net/> and https://www.assessmentcenter.net/ac_api)
- e. Enable automated upload of respondent data including names, anonymized ID, email address and additional study metadata as required; in order to support survey deployment and data management.
- f. Enable flexible survey deployment based on specific triggers (including but not limited to) date and time, study milestones (e.g., baseline, week 4, etc.) and prior survey / question response.
- g. Enable automated scoring of survey responses using existing or customizable summarization and scoring protocols.
- h. Enable flexible data export of all survey responses based on system metadata (including but not limited to) participant ID, survey, study ID, date range of responses, etc.
- i. Allow visual design modifications to banners, etc. to support branding of platform appearance for NCI/NIH supported studies.
- j. Conduct cognitive testing on 9 respondents of established survey questions under the platform specific user experience across diverse survey implementation environments for users including PC, Smartphone, and tablet environments with varying screen size and resolution.
- k. Provide continuous access to the software system for test deployment prior to study / survey implementation to limited users across multiple platforms in contract months 6 to 11. (Expected duration 6 months)
- l. Provide continuous access, service and support to the software system for up to 5 studies; not to exceed an aggregate total of 1000 unique respondents and 5000 survey responses over a service period of 6 months in contract months 6 to 11. (Expected duration 6 months)

Deliverables

The deliverables consist of:

1. Deliver a report documenting all features, functions, manual of operations, and both administrator/researcher and respondent user guides and Frequently Asked Questions (FAQ's) for the software system. User guides and FAQ's should also be available via the web as a direct link for system users and respondents, provide links to the web versions of the above resources within the report. (Due 3 months after award)
2. Deliver a report including results and related implementation recommendations from cognitive testing of the platform specific user experience across diverse survey

implementation environments for users including PC, Smartphone, and tablet environments with varying screen size and resolution. (Due 5 months after award)

3. Monthly task order progress reports describing the task activities should be submitted to the COR and copied to the CO. The reports should include problems encountered and possible solutions as well as service utilization statistics.
4. A final task order report should be submitted to the COR and copied to the CO. The report should consist of:
 - (1) All survey question databases and survey respondent datafiles / databases / data dictionaries generated during the contract period.
 - (2) Summary of system performance statistics and user error reports during the contract period.
 - (3) Summary of service utilization statistics related to deliverable 3 listed above during the contract period.

(Due in contract month 11)

Period of Performance

The period of performance for this task order is 11 months.